

A Minor Project Report On
“Bus Ticket Booking System”

For the Partial Fulfilment of the 5th Semester Practical of
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By
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I also add complex functionalities behind the scenes, such as the Booking, My Profile, and Ticket Management pages. I ensured that all systems run smoothly and efficiently, from dynamic ticket pricing to secure data management.

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INTRODUCTION

Here's an introduction to GSRTC (Gujarat State Road Transport Corporation):

Gujarat State Road Transport Corporation (GSRTC) is a state-owned road transport corporation in India, headquartered in Gandhinagar, Gujarat. Established in 1960, GSRTC provides bus transportation services to millions of passengers daily, connecting various cities, towns, and villages within Gujarat and neighboring states.

Purpose:

The purpose of this documentation is to provide a comprehensive guide for:

1. Passengers: To understand how to use the system to book bus tickets.
2. Bus Operators: Manage bus schedules, fares, and bookings.
3. System Administrators: To configure and maintain the system.

Scope:

The Bus Ticket Booking System includes the following features:

1. User Registration and Login
2. Bus Schedule Search and Booking
3. Seat Selection and Ticket Confirmation
4. Payment Gateway Integration
5. Booking History and Cancellation
6. Bus Operator Dashboard and Reporting
7. System Administration and Configuration

Technical Requirements:

1. Web Browser: Google Chrome, Mozilla Firefox, or Microsoft Edge
2. Operating System: Windows, macOS, or Linux
3. Database: MongoDB
4. Server: Nodejs
5. Programming Language: React Js,html,css,javascript

By following this documentation, users can effectively utilize the Bus Ticket

Booking System to book bus tickets online, while bus operators can manage their bookings and schedules efficiently.

1.1 EXISTING SYSTEM :

- The Bus Ticket Booking System is a web-based application designed to facilitate the online booking of bus tickets.
- The system allows passengers to search for available bus schedules, book tickets, and make payments online.
- This documentation provides an overview of the system's features, functionality, and technical requirements.
- The existing system refers to the system that has been followed till now.
- The existing system requires more computational time, more manual calculations, and the complexity involved in Selection of features is high.
- The other disadvantages are lack of security of data, Deficiency of Data accuracy, Time consumption, etc.
- To avoid all these limitations and make the work more accurately the system needs to be computerized.
- Here in the Electronic bus ticketing, a detailed study of the existing system is carried out `along with all the steps in system analysis.

1.2 LIMITATION OF EXISTING SYSTEM:

Here are some **limitations of existing systems** in bus ticket booking documentation:

- It is less user-friendly.
- It is difficult to maintain the record.
- Not in reach of distance.
- This process is so much time-consuming and requires more workforce.
- not get data in real-time.
- pdf of fee receipts not generate.

1. **Manual Errors:** Manual booking systems are prone to errors, such as incorrect passenger information, wrong seat assignments, or calculation mistakes.
2. **Time-Consuming:** Manual booking systems can be time-consuming, leading to long queues and wait times for passengers.
3. **Limited Accessibility:** Existing systems may not be accessible online or through mobile devices, making it difficult for passengers to book tickets remotely.
4. **No Real-Time Updates:** Existing systems may not provide real-time updates on seat availability, schedules, or cancellations.
5. **Lack of Payment Options:** Existing systems may not offer multiple payment options, causing inconvenience to passengers.
6. **Poor User Experience:** Existing systems may have a poor user interface, making it difficult for passengers to navigate and book tickets.
7. **Inefficient Reporting:** Existing systems may not provide efficient reporting and analytics, making it difficult for bus operators to track sales, revenue, and passenger trends.
8. **Security Concerns:** Existing systems may not have robust security measures, putting passenger data at risk.
9. **Scalability Issues:** Existing systems may not be able to handle a large volume of bookings, leading to system crashes or slow performance.
10. **Lack of Integration:** Existing systems may not integrate with other systems, such as fleet management or customer relationship management systems.

These limitations highlight the need for a more efficient, user-friendly, and automated bus ticket booking system.

Keeping all limitations in mind the college management system is designed and comes in use all over colleges.

1.3 PROPOSED SYSTEM :

➤ INTRODUCTION :

Here's an introduction to a proposed ticket booking system:

System Name: Bus Ticket Booking System

Overview: Easy Ride is a user-friendly, efficient, and scalable online ticket booking system designed to simplify the process of booking bus tickets. Our system aims to provide a seamless experience for passengers, while also streamlining operations for bus operators.

Key Features:

1. **User-Friendly Interface:** Easy-to-use website and mobile app for passengers to search, book, and manage tickets.
2. **Real-Time Updates:** Instant availability and scheduling information, ensuring accurate bookings.
3. **Secure Payment Gateway:** Multiple payment options, including credit/debit cards, net banking, and e-wallets.
4. **Seat Selection:** Interactive seat map for passengers to choose their preferred seats.
5. **Loyalty Program:** Rewards and discounts for frequent travelers.
6. **Reporting and Analytics:** Comprehensive dashboard for bus operators to track sales, revenue, and passenger trends.
7. **Integration:** Compatibility with existing fleet management and customer relationship management systems.
8. **Mobile Ticketing:** Passengers can access their tickets on their mobile devices, eliminating paper tickets.
9. **Customer Support:** 24/7 phone, email, and live chat.

Benefits:

1. **Convenience:** Easy booking and management of tickets.
2. **Time-Saving:** Quick and efficient booking process.
3. **Increased Sales:** User-friendly interface and loyalty program encourage repeat business.

1.4 Project Profile :

Project Title: BUS TICKET BOOKING SYSTEM

Project Type: Web Application

Project Team: 1 Member

Technology Used:

- Front-End:-
- Back-End:- Node.js, Express.js
- Database:- MongoDB

Project Manager: Kumhar Harshad

Developers: Kumhar Harshad

Designers: Kumhar Harshad

Testing Team: -----

Time Duration: 2 Month

Submitted by: -----

Submitted to: Department of Computer Science, Deviba Institute of Computer Application, Surat-395010

1.5 Scope of A Proposed System :

The scope of a proposed system for bus ticket booking could include:

1. **Online Booking:** Allow customers to book tickets online through a website or mobile app.
2. **Seat Selection:** Enable customers to select their preferred seats.
3. **Payment Gateway:** Integrate a secure payment gateway for easy transactions.
4. **Schedule Management:** Display bus schedules and fares.
5. **Ticket Confirmation:** Send confirmation emails or SMS for booked tickets.
6. **Cancellation and Refund:** Allow customers to cancel tickets and process refunds.
7. **User Accounts:** Offer user registration and login for booking history and preferences.
8. **Reporting and Analytics:** Provide insights on bookings, revenue, and customer behavior.
9. **Integration with Operators:** Integrate with bus operators for real-time inventory and schedules.
10. **Customer Support:** Offer support for booking-related queries and issues.

This scope can be expanded or modified based on specific requirements and user needs.

1.6 Objective of the Proposed System :

The objectives of a proposed system for bus ticket booking could include:

1. **Convenience:** Provide a user-friendly platform for customers to book bus tickets easily.
2. **Time-saving:** Reduce the time spent on booking tickets by eliminating the need for physical visits to bus stations.
3. **Increased Accessibility:** Allow customers to book tickets from anywhere, at any time.
4. **Improved Efficiency:** Automate the booking process, reducing manual errors and wait times.
5. **Enhanced Customer Experience:** Offer personalized services, such as preferred seat selection and loyalty programs.
6. **Increased Revenue:** Attract more customers through online booking, resulting in higher sales for bus operators.
7. **Real-time Information:** Provide up-to-date schedules, fares, and availability to customers.
8. **Reduced Costs:** Minimize operational costs by reducing the need for physical ticketing infrastructure.
9. **Data Analysis:** Collect and analyze customer data to improve services and marketing strategies.
10. **Scalability:** Design a system that can adapt to growing demand and expanding bus routes.

These objectives can be tailored to specific needs and goals of the bus ticket booking system.

1.7 System Environment Description

You want to describe the system environment for a bus ticket booking system. Here's a possible description:

System Environment:

The bus ticket booking system operates in a web-based environment, accessible through various devices connected to the internet. The system consists of:

Hardware Components:

- Servers (for hosting the website and database)
- Database management systems (for storing and managing data)
- Network infrastructure (for connecting servers and devices)
- Client devices (computers, laptops, mobile phones, tablets)

Software Components:

- Operating Systems (Windows, Linux, etc.)
- Web server software (npm ,nodejs)
- Programming languages (React js, Angular js, etc.)
- Database management systems (MongoDB, etc.)
- Web application framework (Html, CSS Bootstrap, Javascript, etc.)
- Payment gateway integration

Network Environment:

- Internet connectivity (wired or wireless)
- Network protocols (HTTP, HTTPS, etc.)
- Firewalls and security measures (for protecting data and preventing unauthorized access)

User Environment:

- End-users (customers, bus operators, administrators)
- User interfaces (web browsers, mobile apps)
- User roles and access levels (different levels of access for customers, operators, and administrators)

This system environment description provides a general overview of the hardware, software, network, and user components involved in the bus ticket booking system.

2. Detail Description of Technology Used

2.1 What is React JS :

- React is a **JavaScript** library created by **Facebook**
- React is a **User Interface (UI)** library
- React is a tool for building **UI components**

React JS is a popular JavaScript library used for building user interfaces, particularly single-page applications where you want your web app to load quickly and provide a smooth user experience. It was developed by Facebook and is now maintained by Facebook and a community of developers.

Here are some key points about React JS:

1. **Component-Based:** React is all about components. Components are like small, reusable pieces of code that define how a part of the user interface (UI) should look and behave. Each component can have its own logic and state (data that can change over time).
2. **Virtual DOM:** React uses a Virtual DOM (Document Object Model) to improve performance. When something changes in the UI, React creates a virtual copy of the DOM, updates only the necessary parts, and then efficiently updates the real DOM. This process is faster than traditional methods where the entire DOM is updated.
3. **Declarative:** With React, you describe what you want the UI to look like, and React takes care of updating it when your data changes. This makes it easier to predict how your UI will look at any given point.
4. **JSX Syntax:** React uses JSX, a syntax extension that looks similar to HTML. JSX allows you to write HTML-like code within your JavaScript, making it easier to create and visualize UI components.
5. **Single-Page Applications (SPAs):** React is often used to build SPAs, where the application loads a single HTML page and dynamically updates the content as the user interacts with it, rather than loading new pages from the server.
6. **Unidirectional Data Flow:** React has a unidirectional data flow, meaning that data flows in one direction—from parent components to child components.

This makes it easier to understand how data is being passed around in your application.

7. **Ecosystem:** React has a large ecosystem with many libraries and tools that complement it, such as React Router for handling navigation and Redux for state management.

8. **Cross-Platform:** React can be used to build not just web applications but also mobile applications using React Native, a framework that allows you to build native mobile apps using React.

React is widely used in the industry because of its flexibility, performance, and ease of use, making it a go-to choice for developers building modern web applications

2.2 Why is React JS :

➤ ReactJS is a popular framework for web development because it offers many advantages, including:

- **Performance :**

ReactJS uses a JavaScript **virtual DOM** that's faster than the standard DOM, which improves app performance.

- **Reusable components :**

ReactJS's reusable components make it easier to build, test, and maintain applications.

- **Flexibility :**

ReactJS is highly flexible and can be easily migrated to other frameworks and libraries.

- **Ease of use :**

ReactJS is easy to learn and has a large developer community. It's similar to HTML and JavaScript and has fewer concepts than other languages.

- **Simplified scripting :**

ReactJS makes the scripting environment process simpler and easier to maintain.

- **Search engine friendly :**

ReactJS is search engine friendly.

- **Modules :**

ReactJS's modules and valid data make it easier to manage larger apps.

- **React Native :**

React Native is the mobile app development counterpart to ReactJS, making it easy to develop apps for iOS and Android.

- **Unique React hooks :**

React Hooks is a feature in ReactJS 16.8 that allows JavaScript writers to add states and other functionality to function components.

2.4 What is Node JS :

Node.js is a powerful and widely used runtime environment that allows you to run JavaScript code on the server side. Unlike traditional JavaScript, which typically runs in the browser, Node.js lets developers use JavaScript for backend development, enabling full-stack JavaScript applications.

- Node.js is an open source server environment
- Node.js is free
- Node.js runs on various platforms (Windows, Linux, Unix, Mac OS X, etc.)
- Node.js uses JavaScript on the server
- Node.js files have extension ".js"
- Node.js can generate dynamic page content
- Node.js can create, open, read, write, delete, and close files on the server
- Node.js can collect form data
- Node.js can add, delete, and modify data in your database

Key Features of Node.js:

1. **JavaScript on the Server:** o Node.js allows you to write server-side applications in JavaScript, using the same language as your front-end (React, for example). This creates a more consistent development experience and allows full-stack JavaScript development.
2. **Non-Blocking I/O:** o Node.js is designed to handle multiple tasks simultaneously using non-blocking, event-driven architecture. This means it can handle many connections at once without waiting for any one of them to complete before moving on to the next. This makes Node.js very efficient for handling high traffic and real-time applications.
2. **Single-Threaded but Highly Scalable:** o Node.js operates on a single thread using an event loop, which allows it to manage many connections efficiently. This single-threaded nature makes Node.js lightweight and fast while being capable of scaling up for larger applications.

3. **NPM (Node Package Manager):** o Node.js comes with NPM, a vast library of open-source packages that can be easily integrated into your project. These packages provide pre-built functionality, saving time and effort during development. For example, you can use Express.js (a web application framework) for building APIs, Mongoose for working with MongoDB, and so on.
4. **Real-Time Applications:** o Node.js is particularly well-suited for building real-time applications like chat apps, online games, or collaborative tools where many users interact with the server simultaneously and expect immediate responses.
5. **JSON Support:** o Since JavaScript Object Notation (JSON) is a common format for data exchange on the web, Node.js naturally excels in handling JSON, making it easier to build APIs and work with data.
6. **Cross-Platform:** o Node.js can run on various operating systems, including Windows, Linux, and macOS, making it versatile for different development environments.
8. **Microservices and API Development:** o Node.js is often used to build microservices and RESTful APIs due to its lightweight and efficient nature. It's great for creating the back-end logic that powers modern web and mobile applications.

2.5 Why Node JS :

Node.js uses asynchronous programming!

A common task for a web server can be to open a file on the server and return the content to the client.

Here is how PHP or ASP handles a file request:

1. Sends the task to the computer's file system.
2. Waits while the file system opens and reads the file.
3. Returns the content to the client.
4. Ready to handle the next request.

Here is how Node.js handles a file request:

1. Sends the task to the computer's file system.
2. Ready to handle the next request.
3. When the file system has opened and read the file, the server returns the content to the client.

Node.js eliminates the waiting and simply continues with the next request.

Node.js runs single-threaded, non-blocking, asynchronous programming, which is very memory efficient.

2.6 What is Express JS :

- **Express.js** is a fast, flexible, and minimalist web framework for Node.js. It's effectively a tool that simplifies building web applications and APIs using JavaScript on the server side.
- Express is an open-source that is developed and maintained by the Node.js foundation.
- Express.js offers a robust set of features that enhance your productivity and streamline your web application.
- It makes it easier to organize your application's functionality with middleware and routing.
- It adds helpful utilities to Node HTTP objects and facilitates the rendering of dynamic HTTP objects.

Key Features of Express

1. **Middleware and Routing:** Define clear pathways (routes) within your application to handle incoming HTTP requests (GET, POST, PUT, DELETE) with ease. Implement reusable functions (middleware) to intercept requests and create responses, adding functionalities like authentication, logging, and data parsing.
2. **Minimalistic Design:** Express.js follows a simple and minimalistic design philosophy. This simplicity allows you to quickly set up a server, define routes, and handle HTTP requests efficiently. It's an excellent choice for building web applications without unnecessary complexity.
3. **Flexibility and Customization:** Express.js doesn't impose a strict application architecture. You can structure your code according to your preferences. Whether you're building a RESTful API or a full-fledged web app, Express.js adapts to your needs.
4. **Templating Power:** Incorporate templating engines like Jade or EJS to generate dynamic HTML content, enhancing user experience.
5. **Static File Serving:** Effortlessly serve static files like images, CSS, and

JavaScript from a designated directory within your application.

6. **Node.js Integration:** Express.js seamlessly integrates with the core functionalities of Node.js, allowing you to harness the power of asynchronous programming and event-driven architecture.

Applications of Express

Express.js empowers you to construct a wide array of web applications. Here are some captivating examples:

- **RESTful APIs:** Develop robust APIs that adhere to the REST architectural style, enabling communication with other applications and front-end interfaces.
- **Real-time Applications:** Leverage Express.js's event-driven nature to create real-time applications like chat or collaborative editing tools.
- **Single-Page Applications (SPAs):** Craft SPAs that fetch and update content dynamically on the client-side, offering a seamless user experience.

2.7 Why Express JS :

- Express is a user-friendly framework that simplifies the development process of Node applications.
- It uses JavaScript as a programming language and provides an efficient way to build web applications and APIs.
- With Express, you can easily handle routes, requests, and responses, which makes the process of creating robust and scalable applications much easier.
- Moreover, it is a lightweight and flexible framework that is easy to learn and comes loaded with middleware options.
- Whether you are a beginner or an experienced developer, Express is a great choice for building your application.

2.8 What is MongoDB :

- MongoDB is a document database. It stores data in a type of JSON format called BSON.
- If you are unfamiliar with JSON, check out our [JSON tutorial](#).
- A record in MongoDB is a document, which is a data structure composed of key value pairs similar to the structure of JSON objects.
- MongoDB is a document database and can be installed locally or hosted in

the cloud.

2.9 Why MongoDB :

- SQL databases are considered relational databases.
- They store related data in separate tables.
- When data is needed, it is queried from multiple tables to join the data back together.
- MongoDB is a document database which is often referred to as a non-relational database.
- This does not mean that relational data cannot be stored in document databases.
- It means that relational data is stored differently.
- A better way to refer to it is as a non-tabular database.
- MongoDB stores data in flexible documents.
- Instead of having multiple tables you can simply keep all of your related data together. This makes reading your data very fast.
- You can still have multiple groups of data too. In MongoDB, instead of tables these are called collections.

2.10 What is HTML :

HTML is the standard markup language for creating Web pages.

- Structure of Webpages
- Hyperlinks
- Media Embedding
- Forms and Input Handling
- Semantic Elements
- Compatibility
- Extensibility with CSS and JavaScript
- Document Object Model (DOM)

What is HTML?

- HTML stands for Hyper Text Markup Language
- HTML is the standard markup language for creating Web pages

- HTML describes the structure of a Web page
- HTML consists of a series of elements
- HTML elements tell the browser how to display the content
- HTML elements label pieces of content such as "this is a heading", "this is a paragraph", "this is a link", etc.

Why Used?

When creating a website, HTML is the foundation that holds all the content and design elements together.

2.11 JAVA SCRIPT :

JavaScript is a powerful programming language used to create dynamic and interactive content on websites. It is an essential part of web development, working alongside HTML (which structures content) and CSS (which styles content) to enhance the functionality of web pages. JavaScript allows you to build interactive features like forms, games, animations, and more.

- Client-Side Scripting
 - Event Handling
 - Asynchronous Programming
 - Wide Browser Support
-
- JavaScript is the world's most popular programming language.
 - JavaScript is the programming language of the Web.
 - JavaScript is easy to learn.
 - This tutorial will teach you JavaScript from basic to advanced.
 - JavaScript is the **Programming Language** for the Web.
 - JavaScript can update and change both **HTML** and **CSS**.
 - JavaScript can **calculate, manipulate , and validate** data.

2.12 What is CSS :

CSS stands for **Cascading** Style Sheets

- Styling and Layout
- Customizable Appearance
- Animation and Transition Effects

- Cross-Browser Compatibility
- Scalable and Reusable

- CSS describes how HTML elements are to be displayed on screen, paper, or in other media
- CSS saves a lot of work. It can control the layout of multiple web pages all at once
- External stylesheets are stored in CSS files

What is Bootstrap :

- Bootstrap is a free front-end framework for faster and easier web development
- Bootstrap includes HTML and CSS-based design templates for typography, forms, buttons, tables, navigation, modals, image carousels, and many others, as well as optional JavaScript plugins
- Bootstrap also gives you the ability to easily create responsive designs

3. System Planning (Analysis)

3.1 Analysis of all factors :

To analyze the various factors involved in the Bus Ticket Booking System project, we need to consider different aspects that contribute to the success and functionality of the project.

These factors can be categorized into several key areas:

1. Project Requirements

- **Functional Requirements:** These include the essential features and functions that the system must provide, such as room booking, user registration, payment processing, room availability checking, and user feedback management.
- **Non-Functional Requirements:** These relate to the system's performance, scalability, security, and usability. Examples include the speed of processing bookings, system availability, data security, and ease of use.

2. Technology Stack

- **Front-End:** The project uses React.js for the front-end, which provides a responsive and dynamic user interface. Bootstrap CSS is used for styling, ensuring the design is modern, responsive, and easy to maintain.
- **Back-End:** The back-end is built using Node.js and Express.js, offering a robust and scalable server-side environment that handles requests, manages sessions, and processes business logic.
- **Database:** MongoDB is used as the database, providing a flexible, scalable, and high-performance solution for managing the hotel's data, such as bookings, user information, and room details.

3. User Experience

- **User Interface Design:** The project emphasizes a user-friendly interface with clear navigation, attractive design, and responsive elements that adapt to different screen sizes.
- **Accessibility:** The system should be accessible to a broad audience, including people with disabilities, by following best practices in web accessibility.
- **User Feedback:** Gathering user feedback and implementing improvements based on this feedback is crucial for enhancing the system and meeting user needs.

4. Security

- **Data Protection:** Protecting guest information, such as personal details and payment information, is paramount. The system must implement strong encryption, secure authentication, and data access controls.
- **Compliance:** The project should comply with relevant data protection regulations, such as GDPR, to ensure that user data is handled legally and ethically.
- **Regular Security Audits:** Conducting regular security audits helps to identify and fix vulnerabilities, keeping the system secure against potential threats.

5. Performance

- **Scalability:** The system should be able to handle increasing numbers of users and bookings as the Ticket grows. This involves optimizing the back-end and database for high performance.
- **Load Handling:** The system should be tested to ensure it can handle peak loads, such as during holiday seasons when booking activity is high.
- **Speed and Efficiency:** Page load times and transaction processing speeds should be optimized to provide a smooth user experience.

6. Project Management

- **Timeline:** The project should have a clear timeline with milestones for different phases, such as development, testing, and deployment.
- **Resource Allocation:** Proper allocation of resources, including developers, designers, and testers, is crucial to meet project deadlines and maintain quality.
- **Risk Management:** Identifying potential risks, such as delays, technical challenges, or scope changes, and having contingency plans in place is important for successful project completion.

7. System Integration

- **Third-Party APIs:** The system may need to integrate with third-party APIs for payment processing, email notifications, and other services.
- **Interoperability:** Ensuring that the system can easily integrate with other software used by the hotel, such as accounting or CRM systems, is important for smooth operations.
- **Testing:** Thorough testing is necessary to ensure that all integrated components work together seamlessly without conflicts or errors.

8. Maintenance and Support

- **Ongoing Maintenance:** After deployment, the system will require regular maintenance to fix bugs, update features, and ensure security.
- **User Support:** Providing customer support for users, including troubleshooting, handling inquiries, and offering guidance, is essential for user satisfaction.
- **Documentation:** Comprehensive documentation for the system's code, features, and user guidelines is necessary to support maintenance and user onboarding.

9. Cost and Budget

- **Development Costs:** Estimating the costs associated with development, including labor, tools, and technologies.
- **Operational Costs:** Ongoing costs for server hosting, domain registration, and any third-party services or APIs.
- **Return on Investment (ROI):** Analyzing the potential ROI by considering how the system will improve efficiency, increase bookings, and enhance guest satisfaction.

10. Future Scalability and Upgrades

- **Room for Expansion:** The system should be designed with future growth in mind, allowing for easy addition of new features, modules, or additional properties if the hotel chain expands.
- **Technology Upgrades:** Keeping the system up-to-date with the latest technologies and best practices is essential for long-term success.

3.2 Risk Analysis :

1. Technical Risks

- **Integration Issues:** Potential problems integrating React.js, Node.js, Express.js, and MongoDB. Mitigation: Use standardized APIs and thorough testing.
- **Performance Problems:** Risk of slow response times under heavy load. Mitigation: Conduct load testing, optimize performance, and use scalable cloud services.
- **Security Vulnerabilities:** Risk of data breaches. Mitigation: Implement strong security measures, including encryption and regular audits.

2. Operational Risks

- **Development Delays:** Unforeseen delays due to technical or team issues. Mitigation: Develop a realistic timeline, use agile methods, and monitor progress regularly.
- **Resource Availability:** Key team members may become unavailable. Mitigation: Cross-train team members and maintain thorough documentation.
- **Budget Overruns:** Costs may exceed the initial budget. Mitigation: Monitor expenses, maintain a contingency fund, and reassess budget regularly.

3. User-Related Risks

- **User Adoption:** Users may be reluctant to adopt the new system. Mitigation: Engage users early, gather feedback, and provide training.
- **Usability Issues:** Potential usability challenges. Mitigation: Conduct user testing and focus on intuitive design.
- **Data Migration Challenges:** Risk of data loss or inaccuracies during migration. Mitigation: Test migration thoroughly and validate data accuracy.

4. Regulatory and Compliance Risks

- **Data Privacy Regulations:** Non-compliance with data protection laws. Mitigation: Follow regulations and consult legal experts.
- **Industry Standards:** Not meeting industry standards. Mitigation: Adhere to standards and best practices.

5. External Risks

- **Technology Changes:** Rapid tech advancements may affect system components. Mitigation: Stay updated with technology trends and design for flexibility.
- **Third-Party Dependencies:** Risks from third-party services (e.g., payment gateways). Mitigation: Choose reliable providers and have contingency plans

3.3 Project Analysis

Task Description	Priority	Estimated Effort	Status	Completion %
Collect requirements	High	2 days	Completed	100%
Analyze gathered information	High	3 days	Completed	100%
Define project scope	Medium	2 days	Completed	100%
Identify risks	High	1 days	Completed	100%
Determine project modules	Medium	2 days	Completed	100%
Design basic interface	High	4 days	Completed	100%
Design database schema	High	3 days	Completed	100%
Develop module logic	High	5 days	Completed	100%
Implement database connectivity	Medium	2 days	Completed	100%
Integrate modules	High	7 days	Completed	100%
Validate input controls	Medium	2 days	Completed	100%
Test overall system and connectivity	High	4 days	In Progress	50%
Testing By Client	High	1 days	Not Started	0%

3.4 Process:

Certainly! Here's an overview of the software development process, broken down into key stages: Analysis, Design, Coding, Testing, and Maintenance.

1. Analysis

Objective: To understand and define the problem or requirements of the project.

Activities:

- Requirement Gathering: Collect detailed requirements from stakeholders, including users, clients, and team members.
- Feasibility Study: Assess the practicality of the proposed solution, including technical, financial, and operational aspects.
- Requirements Analysis: Analyze and document the requirements to create a clear understanding of what needs to be developed.

Outcome: A comprehensive requirement specification document that outlines what the system needs to achieve.

2. Design

Objective: To create a blueprint for the system based on the requirements gathered.

Activities:

- System Architecture Design: Define the overall structure of the system, including hardware, software, and network components.
- Database Design: Develop the schema and relationships for data storage.
- Interface Design: Create wireframes and design the user interface, focusing on user experience and interaction. Outcome: Design specifications and models, including system architecture diagrams, database schemas, and UI mockups.

3. Coding

Objective: To develop the actual software based on the design specifications.

Activities: Code Development: Write the source code for the application, following coding standards and best practices.

- Integration: Combine different modules and ensure they work together as intended.
- Version Control: Use version control systems to manage code changes and collaborate with team members. Outcome: Functional software that aligns with the design specifications, ready for testing.

4. Testing

Objective: To ensure the software functions correctly and meets the specified requirements.

Activities:

- Unit Testing: Test individual components or units of code to verify their correctness.
- Integration Testing: Ensure that combined modules or systems work together properly.
- System Testing: Evaluate the complete system to ensure it meets all requirements and functions as expected.
- User Acceptance Testing (UAT): Validate the software with endusers to confirm it meets their needs and expectations. Outcome: Identified and resolved issues, resulting in a stable and reliable software product.

5. Maintenance

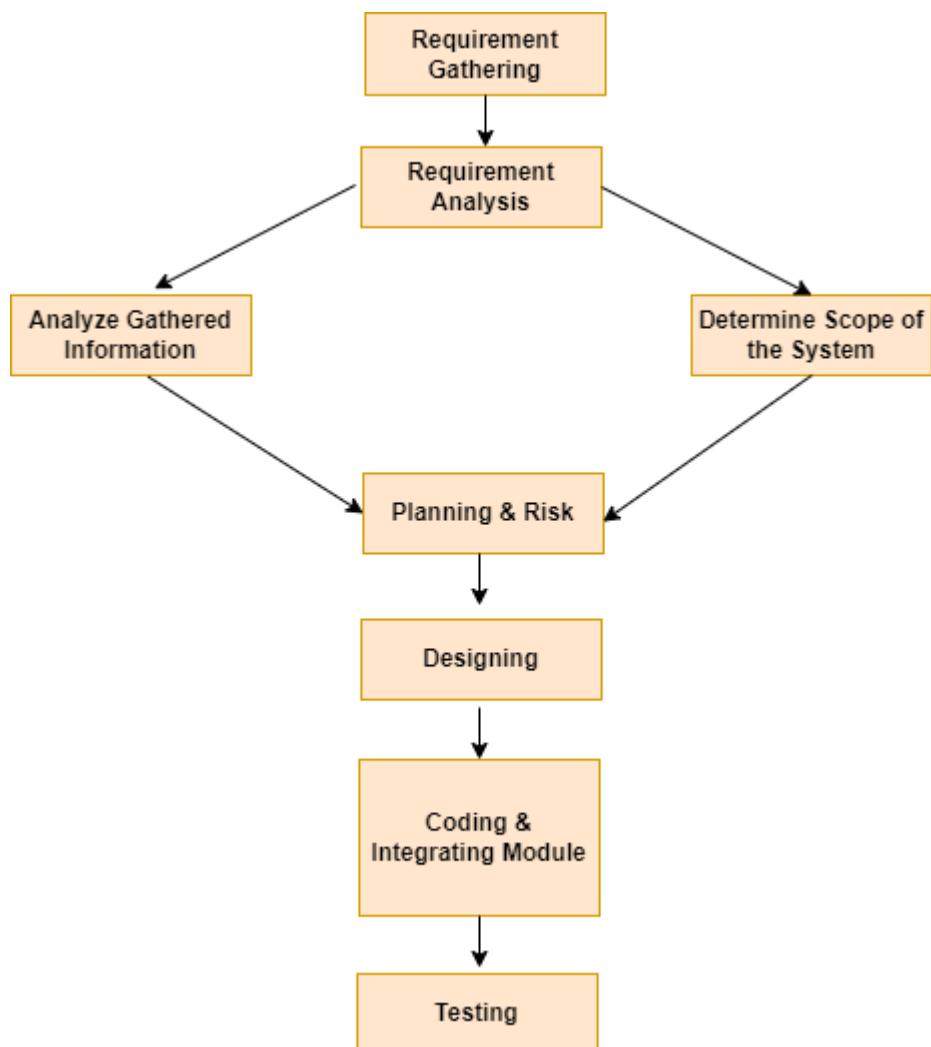
Objective: To support and improve the software after deployment.

Activities:

- Bug Fixing: Address and resolve any issues or defects that arise post-release.
- Updates and Enhancements: Implement updates to improve functionality, performance, or security based on user feedback and changing requirements.
- Performance Monitoring: Continuously monitor the system to ensure it performs well and scales with user demands. Outcome: Ongoing support and improvements to keep the software relevant, functional, and efficient over time

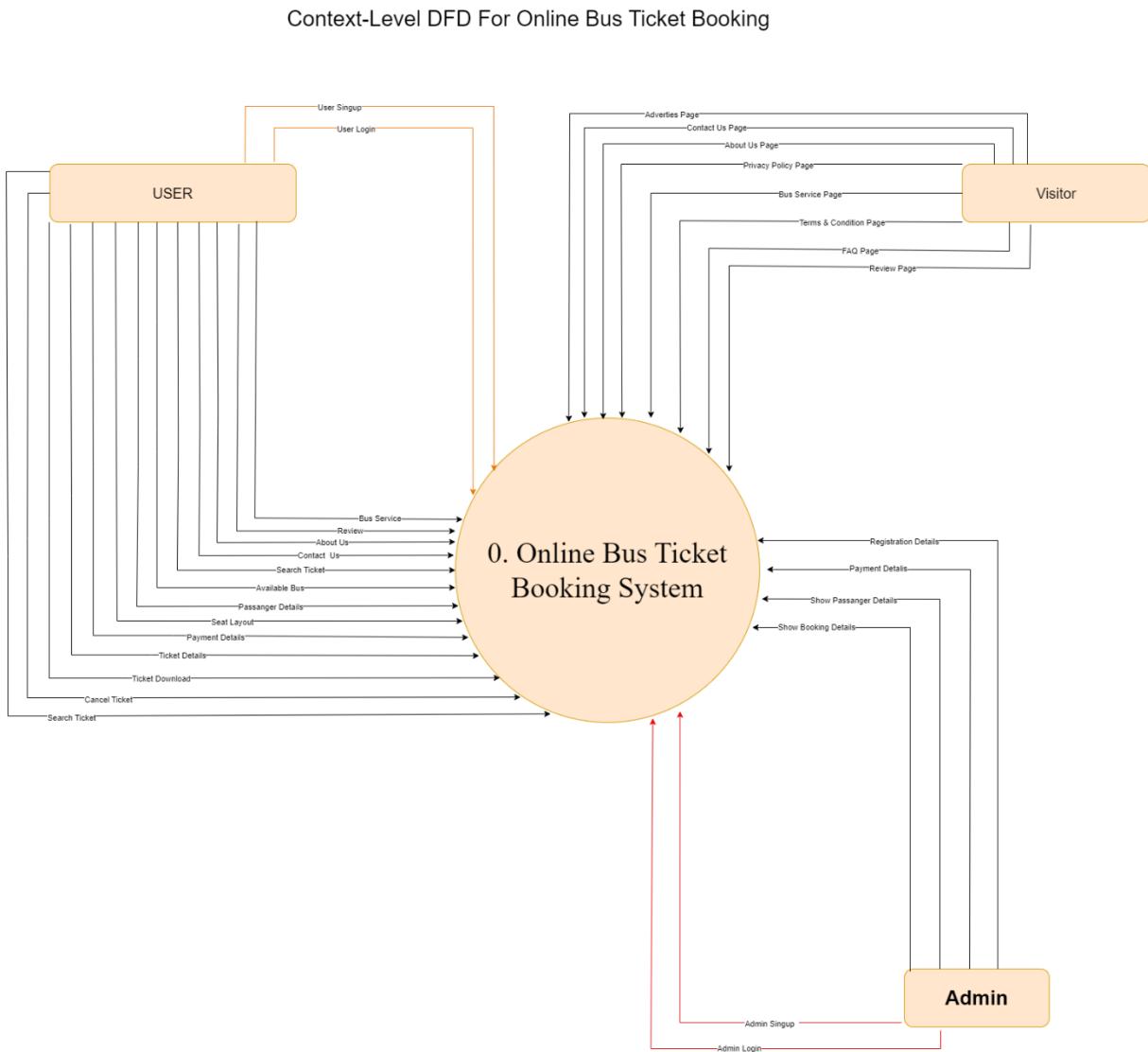
4. System Design

4.1 TASK DEPENDENCY DIAGRAM :

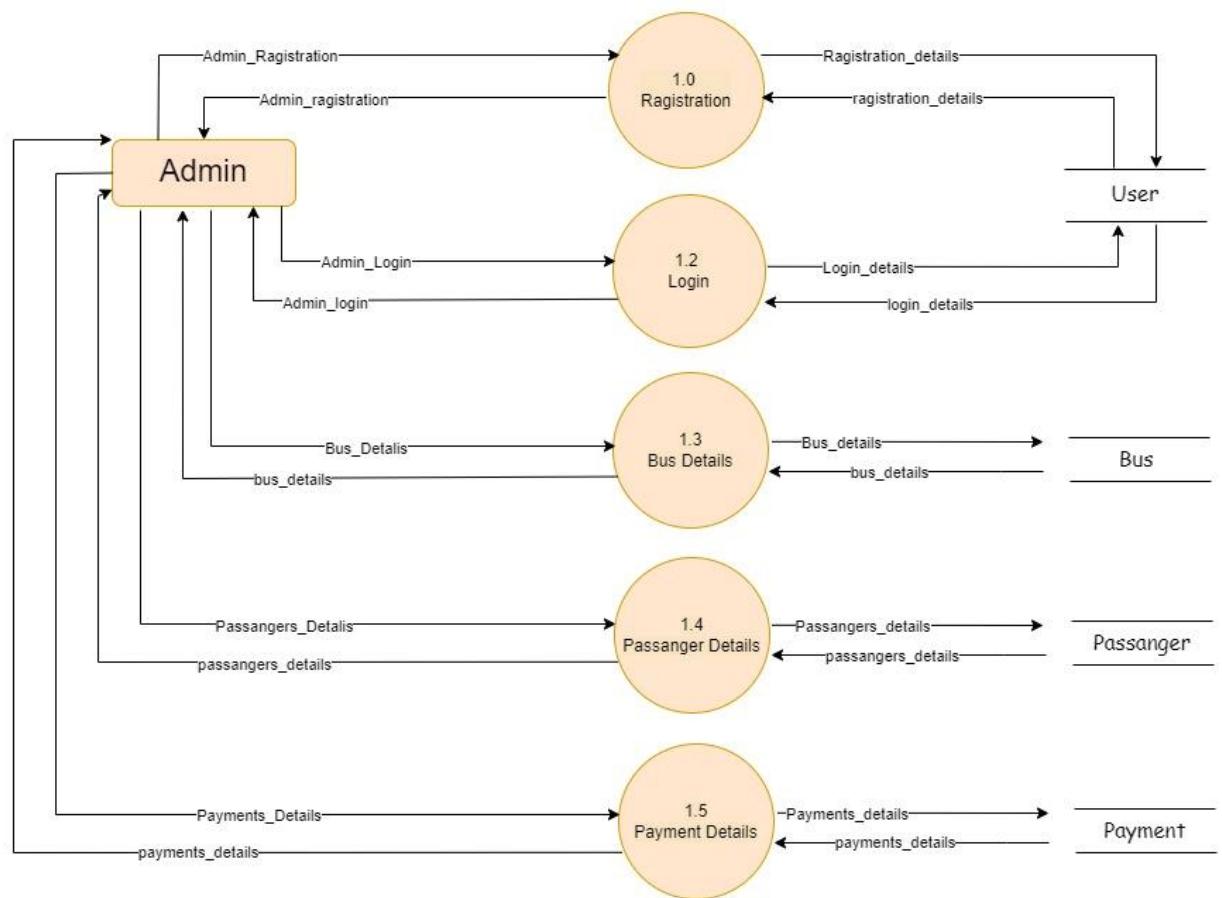


4.2 Data Flow Diagram(DFD)/UML :

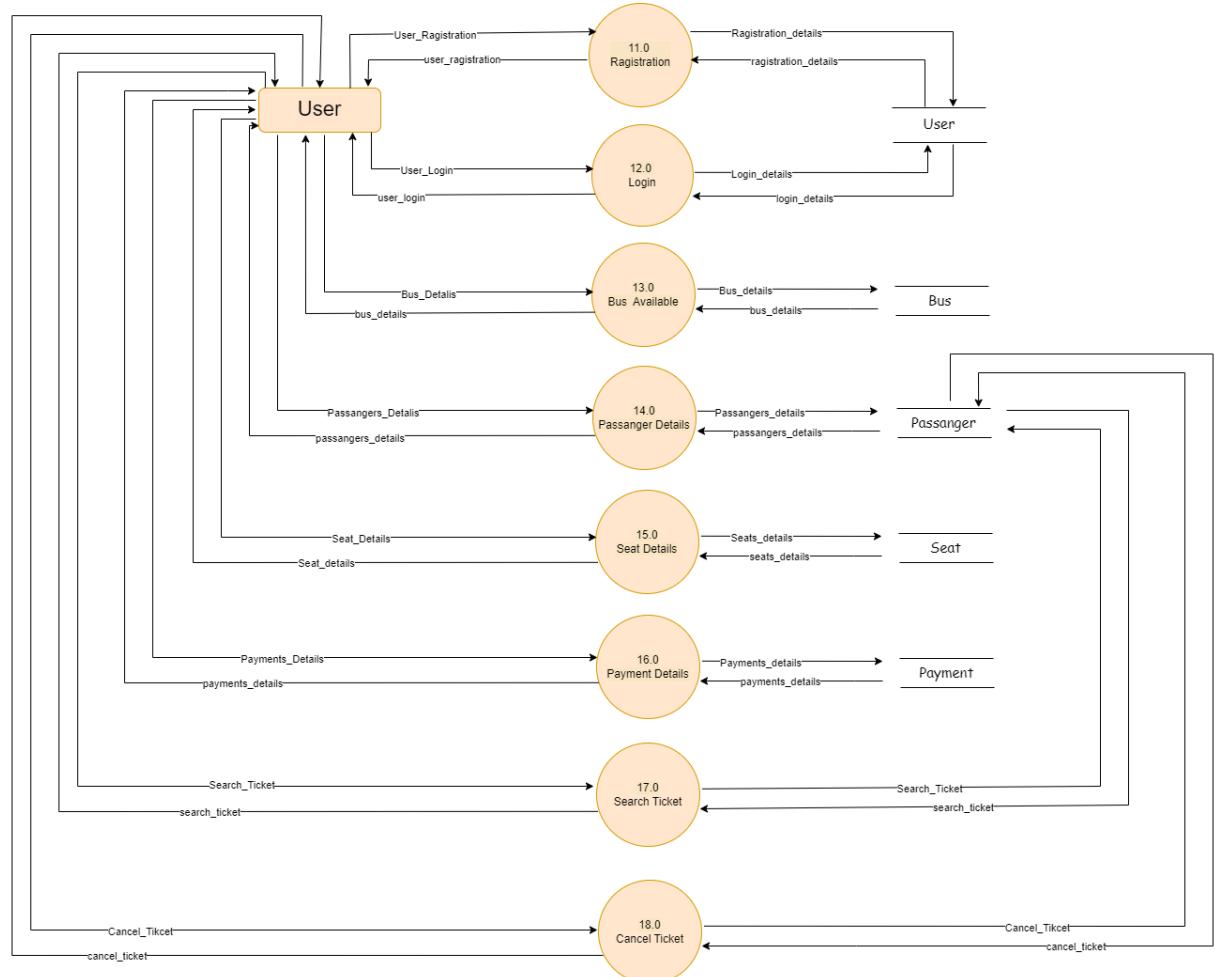
0 level dfd



1st Level Admin



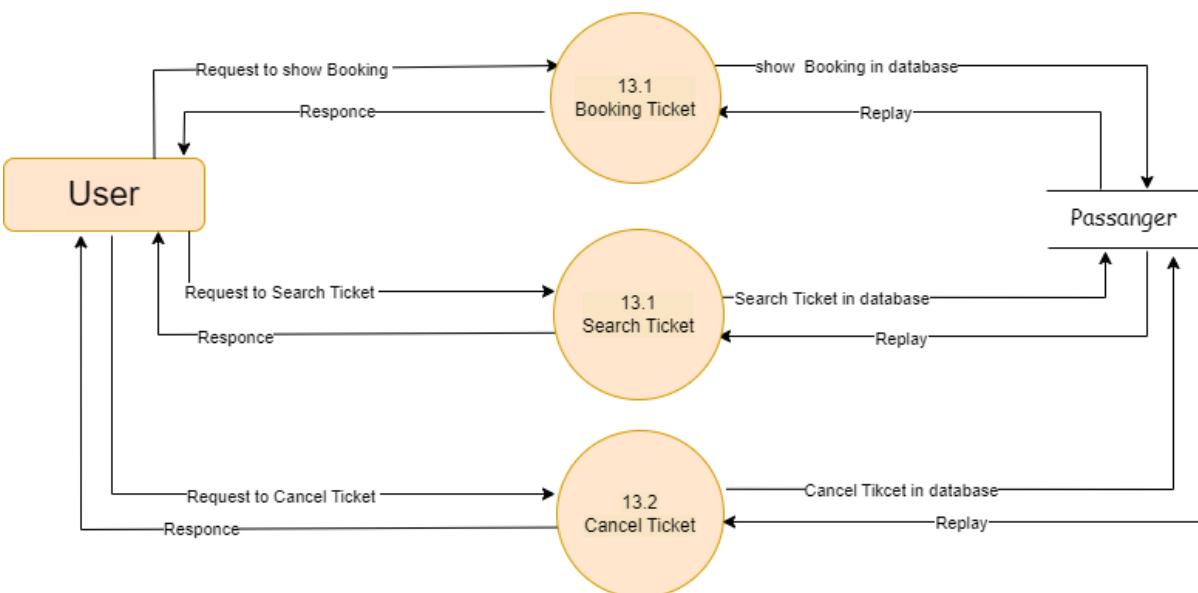
1st Level User



2 Level Admin Side



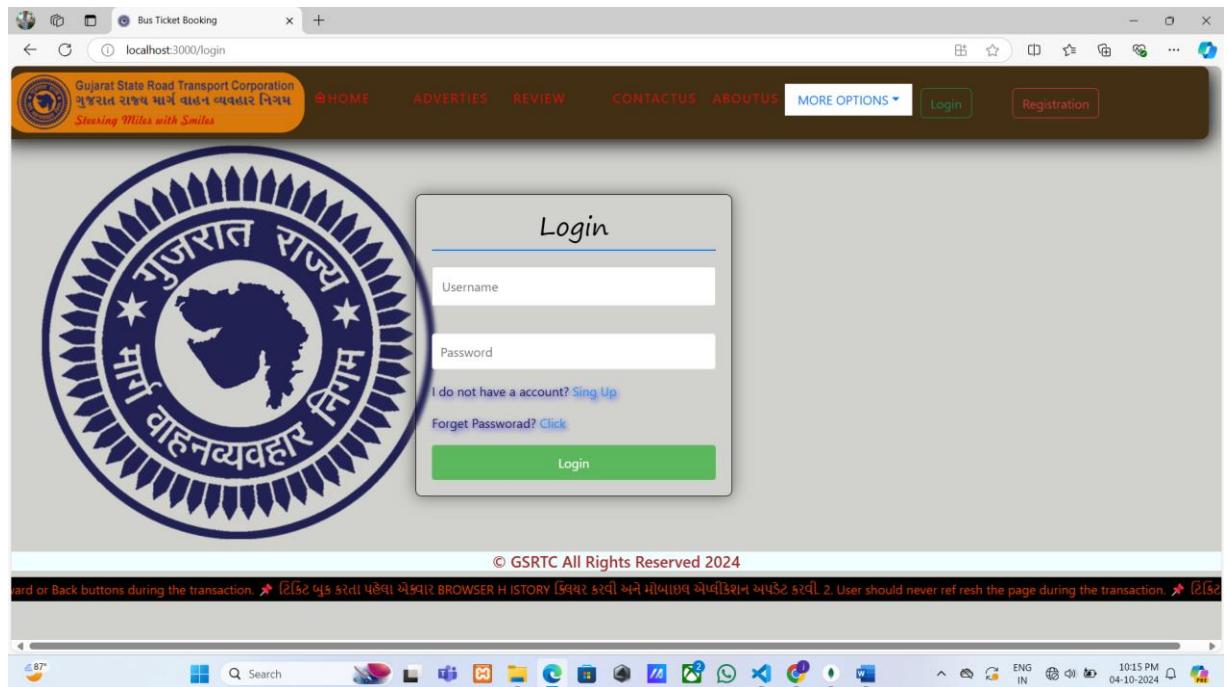
2 Level User Side



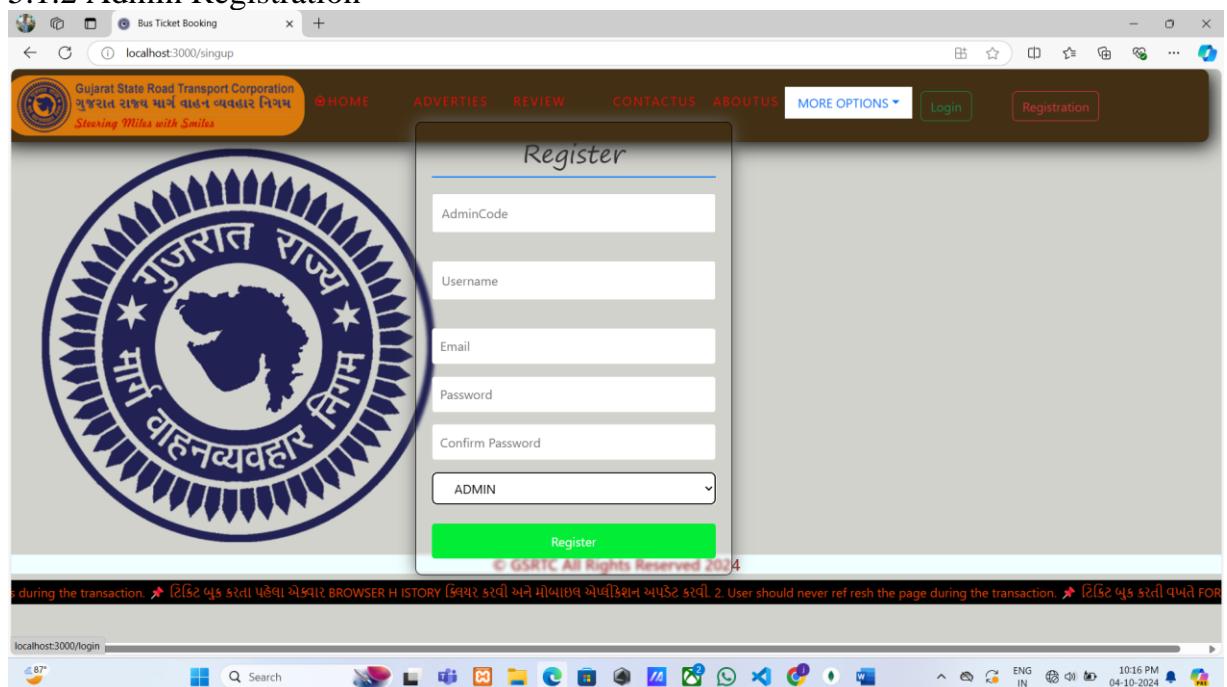
5. User Interface

5.1 Admin Side

5.1.1 Admin Login



5.1.2 Admin Registration



5.1.3 Admin Home Page

The screenshot shows the official website of GSRTC (Gujarat State Road Transport Corporation). At the top, there's a navigation bar with links for Home, Bus Details, Passenger Details, Payment Details, Welcome To Admin, and Logout. Below the header, a large banner features a white and blue GSRTC bus with the text "Welcome To GSRTC". To the right of the bus is a search interface for booking a bus. The main content area includes sections for "GSRTC Growing Numbers" with four colored boxes (blue, pink, orange, green) showing statistics: "JalShik App Downloaded 4297796+", "KAR App Downloaded 170845+", "WalaBhar Gost 932161+", and "Visitors Count Over GSRTC Happy Customers". Below these are sections for "Special Services" (listing various transport modes like trains, buses, and flights), "GSRTC Ratings & Reviews" (with a grid of reviews from users like Pankaj Parajapat, Bharat Patel, etc.), and "Our Mission" (describing the company's commitment to safety, reliability, and environmental practices). A large video player in the center shows several yellow and white GSRTC buses in motion. At the bottom, there are sections for "About Us" (with a welcome message), "Meet Our Team" (introducing Nitesh Varma and Tanvi Jani), and "Contact Us" (with contact information and social media links).

5.1.4. Admin Profile Page

5.1.5 Admin Bus Details Page

BUS No	Bus Name	Bus Route	Time	Service	Mode (Day/Night)	Edit	Delete
GJ05:5555	GUJARAT S.T.	SURAT To AHMEDABAD	6:00 pm To 7:00 am	AC Bus	Night	<button>Update</button>	<button>Delete</button>
GJ05:2525	GUJARAT S.T.	AHMEDABAD To SURAT	7:00 pm to 3:00 am	Non-AC	Night	<button>Update</button>	<button>Delete</button>
RJ24:5555	RSRTC	SIROHI To SURAT	6:00 pm To 7:00 pm	Non-AC	Night	<button>Update</button>	<button>Delete</button>

5.1.6 Admin Passanger Details Page

The screenshot shows a web application interface for managing passenger details. At the top, there is a header with the logo of Gujarat State Road Transport Corporation (GSRTC) and the text "Gujarat State Road Transport Corporation ગુજરાત રાજ્ય માર્ગ વાહન વિવિધ નિયમ સ્ટોર્ચ મિલ્સ વિથ સ્મિલે". Below the header, there are navigation links: HOME, BUS DETAILS, PASSANGERS DETAILS, PAYMENTS DETAILS, USERS DETAILS, Welcome To ,admin, and Logout.

Passenger List

PNR Number	Name	Age	Gender	Number	To	From	Date	Seat No	Price
983114	moo	23	Female	01234567890	Banas Kantha	Bedi	2024-09-26	5	550
452909	dalpat	20	Male	7048501215	Bardoli	Ahwa	2024-09-24	1	550
777165	nnn	20	Male	7048501215	Bhachau	Amreli	2024-09-26	1	550
769843	harsahd	120	Female	07048501215	Bedi	Borsad	2024-09-24	1	550
620582	mahesh	21	Male	7048501215	Adalaj	Surat	2024-09-19	1	550
308907	kushab	25	Female	222222	Amod	Anand	2024-09-18	1	550

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User should never refresh the page during the transaction.

5.1.7 Admin Payment Details Page

The screenshot shows a web application interface for managing payment details. At the top, there is a header with the logo of Gujarat State Road Transport Corporation (GSRTC) and the text "Gujarat State Road Transport Corporation ગુજરાત રાજ્ય માર્ગ વાહન વિવિધ નિયમ સ્ટોર્ચ મિલ્સ વિથ સ્મિલે". Below the header, there are navigation links: HOME, BUS DETAILS, PASSANGERS DETAILS, PAYMENTS DETAILS, USERS DETAILS, Welcome To ,admin, and Logout.

Payments List

firstname	email	address	city	state	zip	totalprice	cardname	cardnumber	expmonth	expyear	cvv
kushali	kushali@gmail.com	Surat	surat	surat	395010	550	KUSHALI KUMARI	111222333444	september	2045	335
harshad	harshad@gmail.com	Surat	surat	surat	395010	550	HARSHAD PRAJPATI	111222333444	september	2045	356
nikita	nikita@gmail.com	Surat	surat	surat	395010	550	NIKITA PRAJPATI	11112223334444	september	2045	356
rohit kumhar	rohit@gmail.com	105-rohit nager	surat	surat	395010	550	ROHIT KUMHAR	1111-5555-6666	march	2050	362

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User should never refresh the page during the transaction.

5.1.8 Admin User Details Page

User Name	Email	Password	Role
XYZ	xyz@gmail.com	123	ADMIN
qwe	qwe@gmail.com	139	ADMIN
mkj	mkj@gmail.com	147	USER
harshad	harshad@gmail.com	143	USER
admin	harshad@gmail.com	admin	ADMIN
kushal	kushal@gmail.com	123	USER

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! Back buttons during the transaction. ➔ ટિક્સ્ટ મુક્ત કર્યા એન્ડ્યુર BROWSER HISTORY ક્રિએટ કર્યો અને માબાદી એપ્પોલેશન બન્પાડ્ટ કર્યો. 2. User should never refresh the page during the transaction. ➔ ટિક્સ્ટ મુક્ત કર્યા એન્ડ્યુર BROWSER HISTORY ક્રિએટ કર્યો અને માબાદી એપ્પોલેશન બન્પાડ્ટ કર્યો.

5.1.9 Admin Add Bus Page

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! within 15 minutes otherwise Se at might have got released. ➔ ટિક્સ્ટ મુક્ત કર્યી થાપ્ટે ટિક્સ્ટના ટોપેક્ચનની સંપૂર્ણ પ્રક્રિયાએ સિનિટ્રી આદર મુજબ કરી રેખી નહિંટ સીટ ખૂબ થશે નાંની. 5. For any FAILURE Transactions during E 8

5.1.10 Admin Update Bus Page

Enter Your Update Bus No...

Bus Name:

Bus Route:

Time:

Service:

Mode (Day/Night):

Update

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forward or Back buttons during the transaction. ➔ टिक्के युक्त करता पहेला एकार BROWSER HISTORY ક्रમागत કर्तवી અને મોબાઇલ એપ્લિકેશન અપડેટ કરસો. 2. User should never refresh the page during the transaction. ➔ 2[टिक्के युक्त કરતી વાતો FORWARD]

5.1.10 Admin Delete Bus Page

BUS NO	BUS NAME	BUS ROUTE	TIME	SERVICE	MODE (DAY/NIGHT)	EDIT	DELETE
GJ05:5555	GSRTC	SURAT To Gova	7:00 am To 9:00 pm	Non-AC	Night	<button>Update</button>	<button>Delete</button>
GJ05:2525	GUJARAT S.T.	AHMEDABAD To SURAT	7:00 pm to 3:00 am	Non-AC	Night	<button>Update</button>	<button>Delete</button>
RJ24:5555	RSRTC	SIROHI To SURAT	6:00 pm To 7:00 pm	Non-AC	Night	<button>Update</button>	<button>Delete</button>

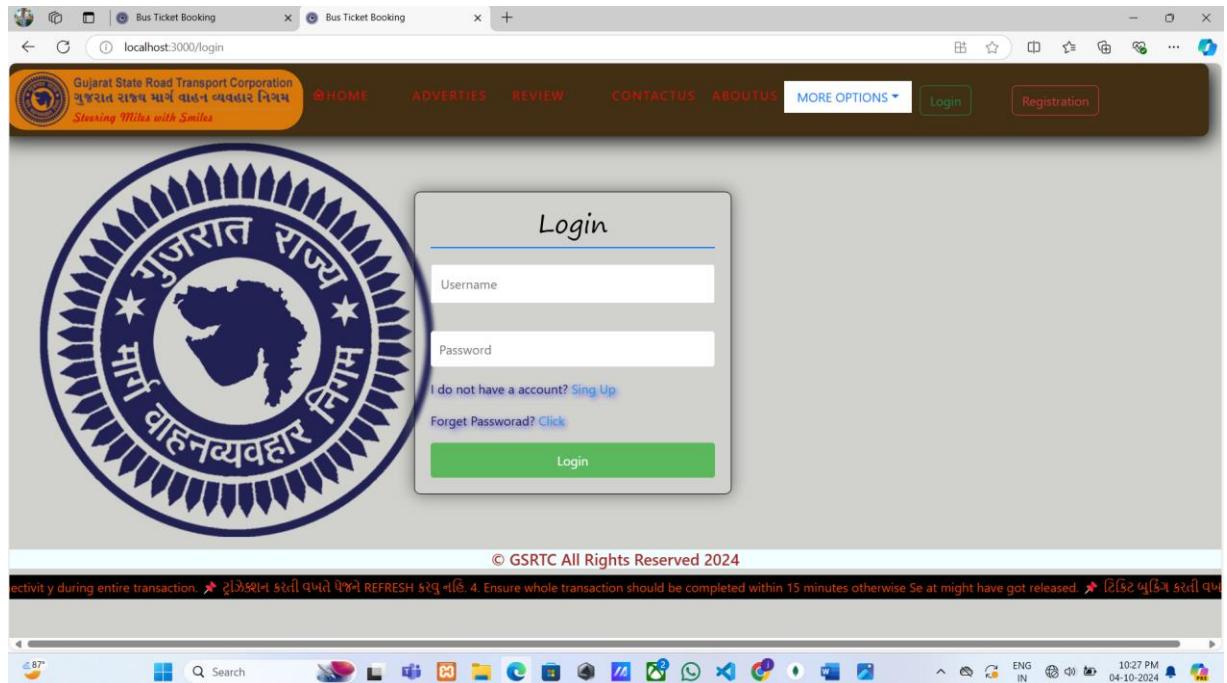
Add Bus:

Insert

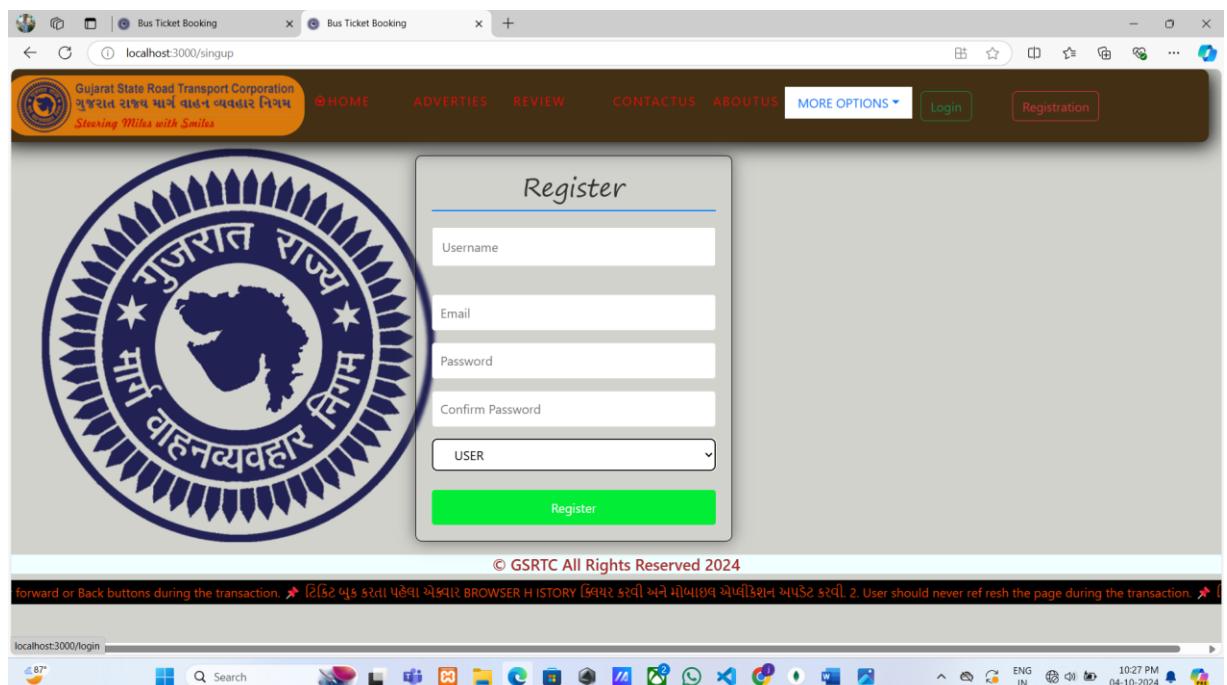
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forward or Back buttons during the transaction. ➔ टिक्के युक्त કરતा पहेला एकार BROWSER HISTORY ક્રમागત કર्तવી અને મોબાઇલ એપ્લિકેશન અપડેટ કરસો. 2. User should never refresh the page during the transaction. ➔ 2[टिक्कે યુક્ત કરતી વાતો FORWARD'

5.2 Client Side

5.2.1 Client Login



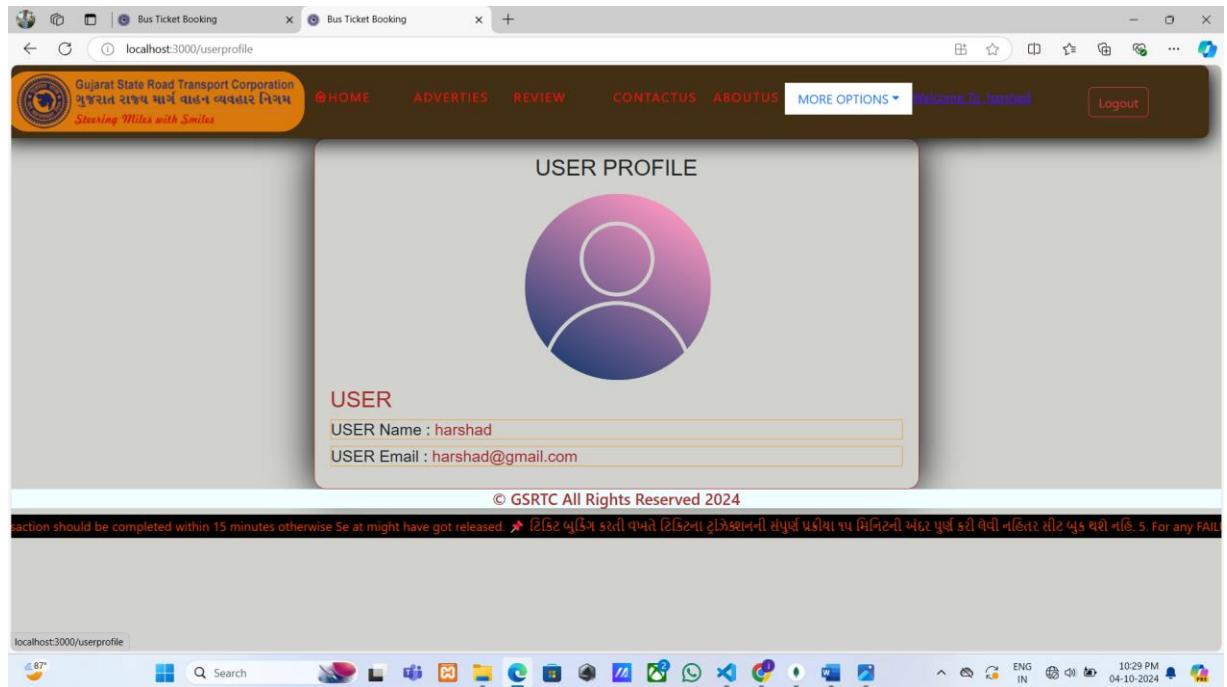
5.2.2 Client Registration



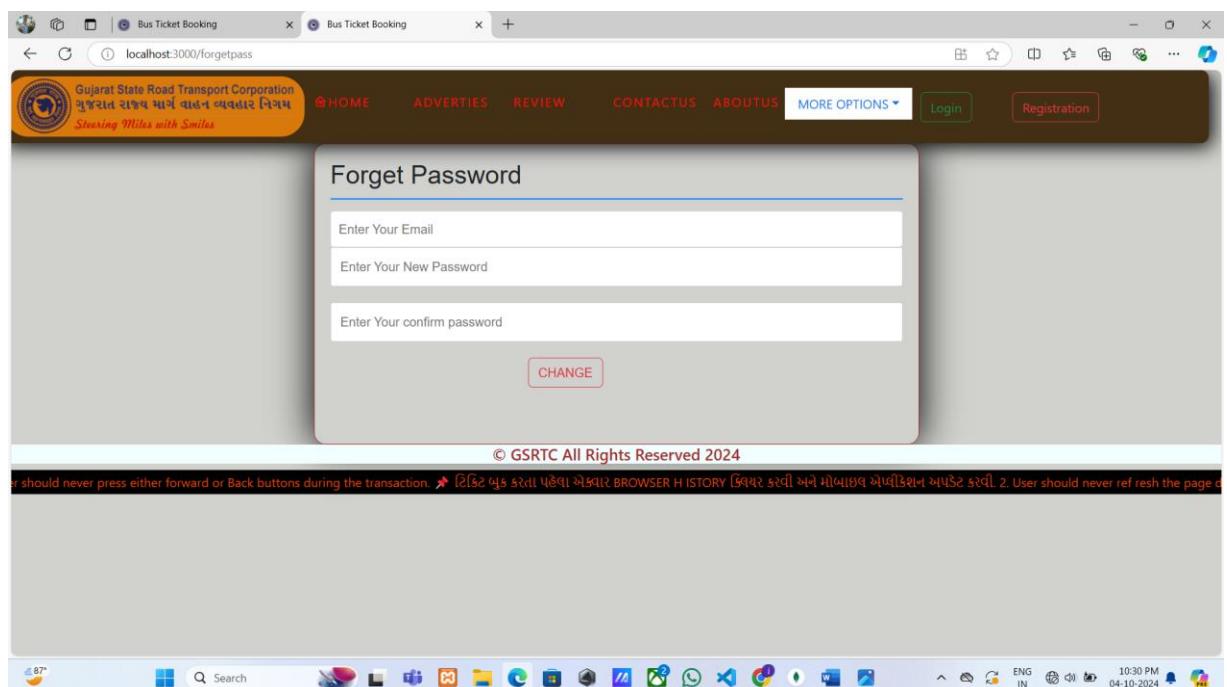
5.2.3 Client Home Page

The screenshot shows the homepage of the GSRTC website. At the top, there's a navigation bar with links for HOME, ADVERTISE, REVIEW, CONTACTUS, ABOUTUS, MORE OPTIONS, and a welcome message for 'Harshad'. Below the header, a large banner features two white buses with blue and orange branding. A modal window titled 'To Stop' is open, showing a dropdown menu for selecting a city and a date field set to '44-min-1999'. Below the banner, a section titled 'GSRTC Growing Numbers' displays four statistics in colored boxes: 'Android App Downloaded 4297796+', 'iOS App Downloaded 170845+', 'Web User Count 932161+', and 'Visitors Count Over GSRTC Happy Customers'. Underneath this, a 'Special Services' section lists various services like Major Schedules, Contract Services, Festival Services, etc. To the right of this text is a video player showing a bus on a bridge. Below the video, there's a grid of small images related to bus services. The next section, 'GSRTC Ratings & Reviews', shows five reviews from users like PANKAJ PARAJAPATI, BHARAT PATEL, pradeep gupta, KRUPALI KAUSHALKUMAR PATEL, and Kishan Parmar, each with a 5.0 star rating. Following this is a large video player showing a row of yellow and orange GSRTC buses. The 'About Us' section includes a 'Our Mission' paragraph, a 'Meet Our Team' section featuring profiles of Nitesh Varma (CEO) and Tanvi Jani (Chief Operations Officer), and a 'Contact Us' section with social media links and contact information. The footer contains a copyright notice for GSRTC and a link to the privacy policy.

5.2.4 Client Profile Page



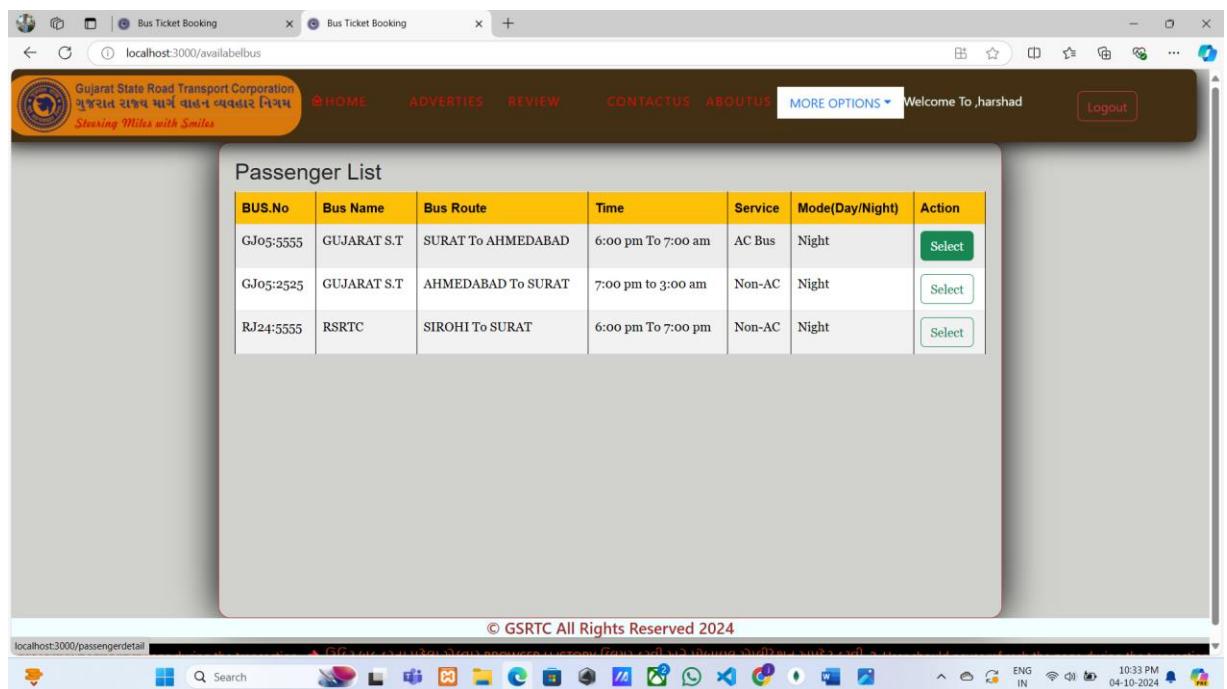
5.2.5 Client Forget Password Page



5.2.6 Client Search Ticket Page



5.2.7 Client Available Bus Page



5.2.8 Client Passenger Details Page

The screenshot shows a web application for bus ticket booking. At the top, there's a navigation bar with links for HOME, ADVERTISE, REVIEW, CONTACTUS, ABOUTUS, MORE OPTIONS, Welcome To, harshad, and Logout. The main title is "Passenger Details". Below it is a table with columns: Sr.No, Name, Age, Gender, Mobile No, To, From, Date, No of Seat, and Fare. There are three rows of data. Each row contains input fields for Name (rohit kumhar), Age (23), Gender (Male), Mobile No (07048501215), To (Ahmed), From (Surat), Date (10-10-2024), and No of Seat (1). The Fare column shows "Fare" and has a green "Next" button below it. Below the table, there's a note: "© GSRTC All Rights Reserved 2024". The bottom status bar shows system icons and the date/time: 04-10-2024, 10:36 PM.

5.2.9 Client Seat Layout Page

This screenshot shows the "Seat layout" page. It features a 4x4 grid of seats labeled A1 through S2. Seats A1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, and 13+ are shown as empty squares. Seats 2, 3, 5, 6, 8, 9, 12, and 13+ have small checkboxes next to them. The grid is divided into four sections: A1 (row 1, col 1), S1 (row 1, col 2), S2 (row 1, col 3), and S3 (row 1, col 4). Below the grid, there are "Back" and "Next" buttons. A note at the bottom says: "GUJARAT STATE ROAD TRANSPORT CORPORATION), In Select bus Seat in your choicee Surat". The bottom status bar shows system icons and the date/time: 04-10-2024, 10:36 PM.

5.2.10 Client Payment Page

Billing Address

Full Name: rohit kumhar

Email: rohit@gmail.com

Address: 105,rohit nager

City: surat

State: surat Zip: 395010

Payment

Accepted Cards: Visa, Mastercard, American Express, etc.

Total Price: 550

Name on Card: ROHIT KUMHAR

Credit card number: 1111-5555-6666

Exp Month: march

Exp Year: 2050

CVV: 362

Conform payment billing

Continue to checkout

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ગુજરાત મોબાઇલ અપડેટ કરવી. 2. User should never refresh the page during the transaction. 3. Please ensure the reliable Internet Connectivity.

5.2.11 Client Ticket Layout Page

PNR NUMBER	BUS NO	BUS NAME	SERVICE	MODE	TO	FROM	TIME	DATE	NAME	AGE	GENDER	MOBILE NO	SEAT NO	TOTAL PRICE
412072	5555	GUJARAT S.T	Non-AC	Night	Ahmedabad	Surat	6:00pm to 7:00am	2024-10-10	rohit kumhar	23	Male	07048501215	1	550

GSRTC TICKET

Thank You

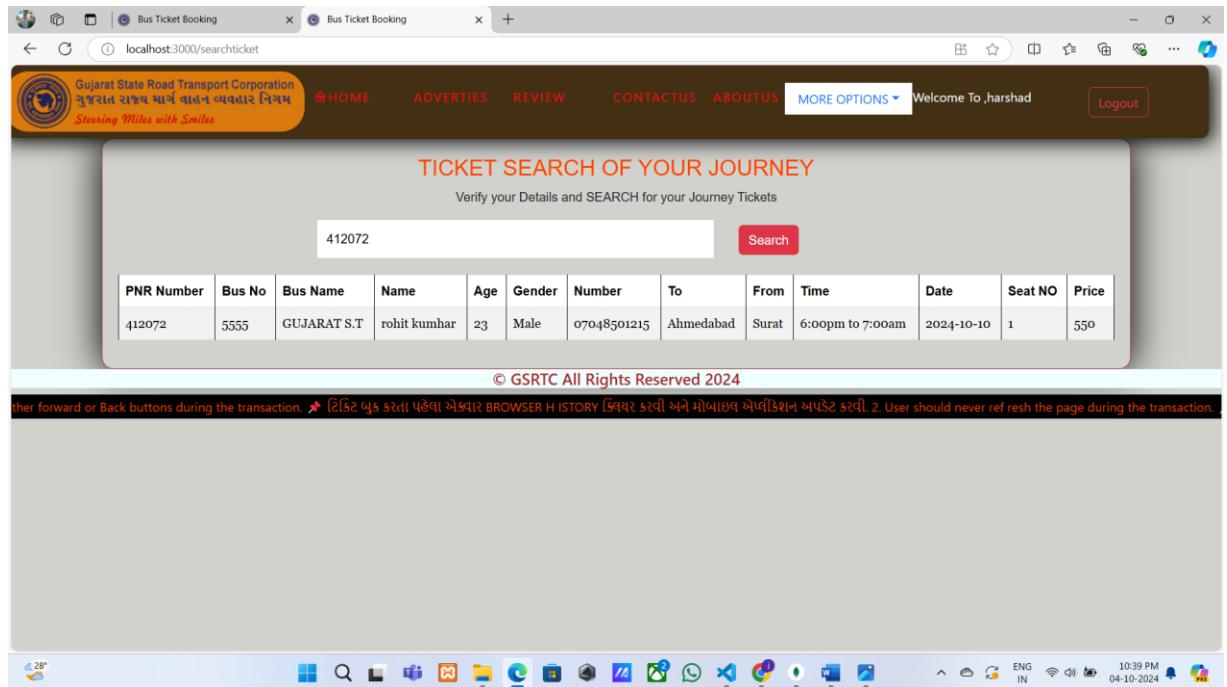
NOTE:

- Not Download Ticket Pdf
- ctrl + shift + s click
- Please Take Your device Screen Short

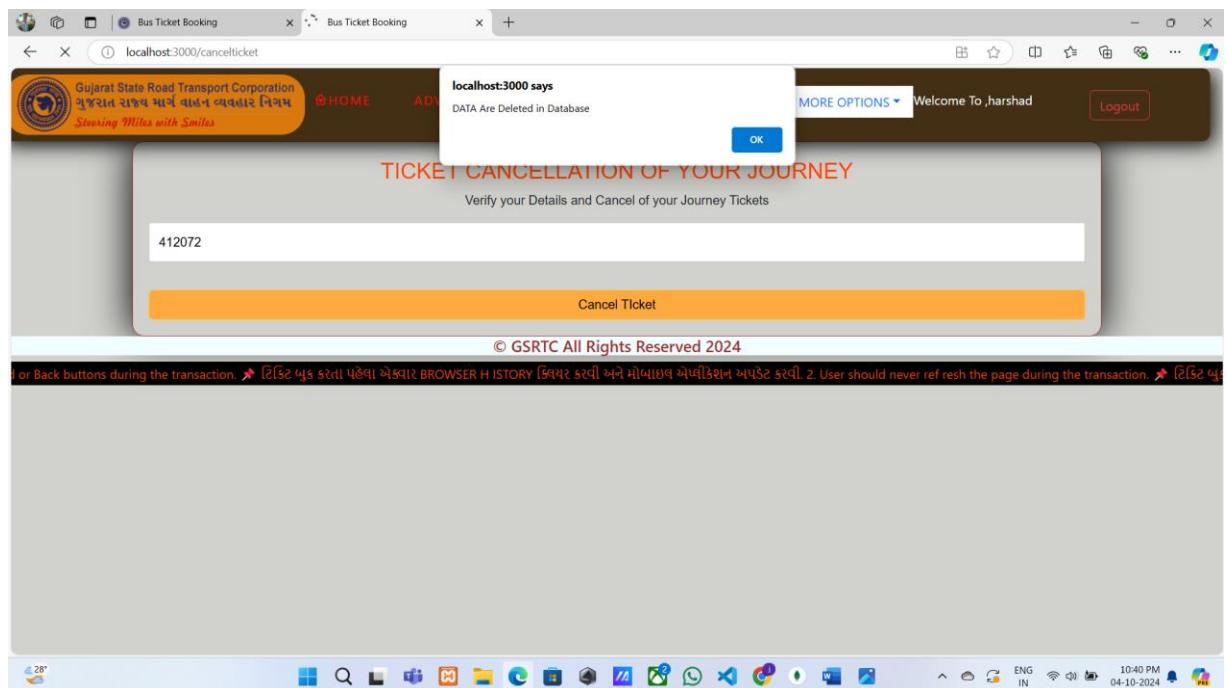
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transaction. 3. Please ensure the reliable Internet Connectivity.

5.2.12 Client Download Ticket Page



5.2.13 Client Cancel Ticket Page



5.2.14 Client Adverties Page



5.2.15 Client Number Growing Page



5.2.16 Client FAQ Page

FAQ

1. I could not register my User Id, so what can I do?
2. I have successfully registered my User Id and Password but I could not use the same for login, what can I do?
3. I have successfully registered my User Id and Password but I have not received e-mail from your system for activation, what can I do?
4. How many services are available for e-ticket booking?
5. How many days before can I reserve e-ticket?
6. At what time the e-ticket booking and cancellation facility is available?
7. How can I search Boarding / Destination place name?
8. Can I book concessional e-ticket?
9. what would be the Cancellation Rules & Refund Procedure for e-ticket?
10. Can I get refund of fare in case of non performance of journey?
11. How can I get refund of fare, in case of cancellation of bus service by GSRTC or change in bus service type i.e. Volvo to A/C / Non A/C etc?
12. How refund of fare will be done in case of cancellation of e-ticket?
13. Can I change the date, time of journey, name, gender, age etc after booking e-ticket?

TOP

Q1. I could not register my User Id, so what can I do? A. On registration screen, few fields are mandatory. Please check the information filled properly before proceeding for registration. Please ensure that, only alphabets A to Z or numbers 0 to 9 are used in upper case or lower case while generating user Id and password. No special characters are allowed.

TOP Q2. I have successfully registered my User Id and Password but I could not use the same for login, what can I do? A. After successful registration, you will receive a mail in your registered email account. After opening the mail you have to click on "Click here" link to activate your e-ticketing account.

TOP Q3. I have successfully registered my User Id and Password but I have not received e-mail from your system for activation, what can I do? A. Please go to the login screen and select "forget password" button and enter your e-mail Id. After successful submission of e-mail id, system will send activation mail to your e-mail id. Please open your e-mail id and activate your account.

TOP Q4. How many services are available for e-ticket booking? A. All important interstate / intrastate bus services like Volvo-Mercedes, Volvo-LCD, Volvo-Pantry, Volvo-LCD-Pantry, Air Condition, A.C. Sleeper, Deluxe, Semi-Deluxe, A.C. Gandhi Rath and Express are available for e-ticket booking.

TOP Q5. How many days before can I reserve e-ticket? A. You can reserve your e-ticket through internet before one month (30 Days) from expected journey date (excluding date of journey). This e-ticket booking facility will be closed before half an hour from scheduled departure time of bus service on proposed journey date.

TOP Q6. At what time the e-ticket booking and cancellation facility is available? A. e-ticket booking and cancellation timings are from 00:30 to 23:30 IST.

TOP Q7. How can I search Boarding / Destination place name? A. Please enter at least First Two characters of Boarding / Destination place name in "from stop" / "to stop" field on screen, then all names starting from those two characters will display on screen and now you can select desired place name from this view window by clicking on the bus Boarding / Destination place name.

TOP Q8. Can I book concessional e-ticket? A. Yes, few concessional fare tickets are allowed for e-ticket booking but it will be subject to produce the required documents to conductor/checking staff of the RSRTC in original to verify the eligibility for getting concession. The passengers availing the concession facility through e-ticket will have to produce any one document in original from the list as mentioned below: Passenger entitle for concession Any one Original Document to be produced Patients of Non-infectious Leprosy, Thalassemia, Cancer, AIDS, Escort of Thalassemia & Cancer Patients Doctor's letter/prescription clearly mentioned about the deceases Awardee Teacher Identity Card issued by RSRTC Senior Citizen Smart Card Issued By RSRTC. The passengers who are availing concession facility fails to produce the required documents will be treated as INVALID and the passenger will be treated as "Traveling without Ticket". Photocopy of document is not allowed.

TOP Q9. what would be the Cancellation Rules & Refund Procedure for e-ticket? A. Cancellation Rules & Refund Procedure for e-ticket: (a)In case of cancellation of e-ticket, the rules for cancellation of e-ticket, cancellation charges, refundable amount etc would be applicable at the time of cancellation. Service originating place, time of departure and destination place will be notified on e-ticket. (b)Cancellation charges would be calculated only on the base fare of e-ticket, while Human Resource Charges, Accidental Surcharge, Toll Tax and Octroi (if applied) would be refunded completely. (c)Following conditions would be applied for refund in case of cancellation of e-tickets: (i)If ticket is cancelled before 24 hours of scheduled departure time, 95% of base fare only would be refunded. The 5% of base fare amount would be retained with RSRTC as cancellation charges. (ii)If ticket is cancelled within 24 hours and 1 hour before the scheduled departure time, 80% of base fare only would be refunded. The 20% of base fare amount would be retained with RSRTC as cancellation charges. (iii)If ticket is cancelled within 1 hour and before 30 minutes of scheduled departure time, 50% of base fare only would be refunded. The 50% of base fare amount would be retained with RSRTC as cancellation charges. (iv)If ticket is cancelled within 30 minutes of scheduled departure time, there will be No Refund, 100% total fare amount (inclusive all charges) would be retained with RSRTC as cancellation charges. (d)In case, if passenger is absent for journey at the time of departure of bus, no refund will be given to the passenger. (e)Refund to the passengers will be made through the payment gateway process i.e. in respective Bank Account only. No cash refund will be given to passenger for e-ticket. (f)For getting the refund, passenger should submit an application with e-ticket to the Chief Manager of respective RSRTC Depot in person/through e-mail/by post requesting with proper reason for the purpose. (g)The passengers have to pay additional fare in cash to bus conductor or at booking window before journey start in case of change in higher service type.

TOP Q10. Can I get refund of fare in case of non performance of journey? A. No

TOP Q11. How can I get refund of fare, in case of cancellation of bus service by GSRTC or change in bus service type i.e. Volvo to A/C / Non A/C etc? A. The refund of fare in case of change in bus service, cancellation of bus service, breakdown of bus service, fare difference due to fare cut will be made through respective bank A/c only and no cash refund will be given to passenger. For getting refund passengers have to submit e-ticket print out to the Chief Manager of respective RSRTC Depot. Chief Manager will initiate the refund procedure with Payment Gateway Company/Bank & the refund will be received by the passenger automatically with in a week in his bank account. If not, mail details with "Transaction Id & PNR No" as displayed on your e-ticket & date of submission of e-ticket to rsrtchelpdesk@gmail.com. Due to cancellation of bus services, the passenger will not be compensating by RSRTC in any condition.

TOP Q12. How refund of fare will be done in case of cancellation of e-ticket? A. Refund of fare will be made through respective bank account only. No cash refund will be given to passengers. For cancellation of e-ticket submit e-ticket information on screen provided on the site.

TOP Q13. Can I change the date, time of journey, name, gender, age etc after booking e-ticket? A. No, once you have booked your e-ticket, you will not be allowed to change the date, time of journey, name, gender, age, etc. In such case you will have to cancel e-ticket first and re-book e-ticket with the desired date, time, name, gender, age etc.

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forward or Back buttons during the transaction. ➔ ટેલિકેન્સી કરતો મળતો એવો BROWSER HISTORY કેવીજો કાર્યો અને ગોપનીય સેવાઓનાનું આપકે જરૂરી. 2. User should never refresh the page during the transaction. ➔

5.2.17 Client Service Page

The screenshot shows the GSRTC Client Service Page. At the top, there is a navigation bar with links for HOME, ADVERTISE, REVIEW, CONTACTUS, ABOUTUS, MORE OPTIONS, Welcome To harshad, and Logout. The main content area has a yellow header "Special Services". Below it, a list of services provided by GSRTC includes: Services to accomodate some major schedules of railway, Contract services - Buses are given out on contract basis to the public for the special occasions, Services to major schedules of railway, Festival services, Services connecting to schools and colleges, Services connecting to pilgrim places, Metro Link Services, Volvo Services, and Intercity Services. There is also a note about a range of varied speed, comfort and amenities - Volvo, Volvo Sleeper, AC Seater, AC Sleeper, Sleeper, Gurjarnagari, Express, Ordinary, Intercity Express etc. To the right of the text is a photograph of a white bus driving on a bridge. Below the text are three smaller images: a row of red buses, a row of white buses, and a collage of various bus types.

5.2.18 Client Privacy & Policy Page

The screenshot shows the GSRTC Client Privacy & Policy Page. At the top, there is a navigation bar with links for HOME, ADVERTISE, REVIEW, CONTACTUS, ABOUTUS, MORE OPTIONS, Welcome To harshad, and Logout. The main content area has a grey header "Privacy Policy". Below it, there are several sections: "What information do we collect?", "What do we use your information for?", "How do we protect your information?", "Do we use cookies?", "Do we disclose any information to outside parties?", "Third party links", "Online Privacy Policy Only", "Terms and Conditions", "Your Consent", and "Changes to our Privacy Policy". A note at the bottom states: "never press either forward or Back buttons during the transaction. ↪ [ट्रैक्ट यूट करें] पहले अपकार BROWSER HISTORY [क्लिक करें] अने मोबाइल अप्लिकेशन अपडेट करें। 2. User should never refresh the page during the transaction. ↪ [ट्रैक्ट यूट करें]".

5.2.19 Client Terms & Condition Page

**Gujarat State Road Transport Corporation ગુજરાત રાજ્ય માર્ગ વાહન વયવસાર નિયમો
Steering Miles with Smiles**

[HOME](#) [ADVERTISES](#) [REVIEW](#) [CONTACTUS](#) [ABOUTUS](#) [MORE OPTIONS ▾](#) Welcome To harshad [Logout](#)

Terms and conditions related to e-tickets

The GSRTC will provide facility for transacting Passenger Reservation System through Internet. Rules of GSRTC for reservation and booking will apply to all such transactions along with special conditions imposed for Internet based booking. The special terms and conditions of service applicable to Internet booking are detailed in this document. The following terms and conditions will apply to the user of GSRTC's online ticket booking service offered through the GSRTC website. Please go through the conditions carefully and if acceptable, you may register and transact for e-ticket on GSRTC Website. No user can register more than once on GSRTC Website. Please note that once you register yourself on the GSRTC Website, you are deemed to have agreed to the terms and conditions set forth below. If you do not agree with these terms and conditions, you will not be able to transact for e-ticket on GSRTC Website. Once you have clicked the 'I Agree' button at the bottom of Terms and Conditions at login page, it means you have entered into a formal agreement with GSRTC for the purpose of transactions on this website. Multiple registering will deem to have violated the terms and conditions resulting in deactivation of all such user registration and cancel any or all e-tickets booked using these registrations without notice. GSRTC's performance of this agreement is subject to existing laws and legal procedures of Government of India, and nothing contained in this agreement is in derogation of GSRTC's right to comply with law enforcement requests or requirements relating to your use of this Website or information provided to or gathered by GSRTC with respect to such use. You agree that providing details of your use of the Website by GSRTC to regulators or police or to any other third party, or in order to resolve disputes or complaints which relate to the Website, is GSRTC's complete discretion. If any part of this agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth herein, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall continue in effect. This agreement constitutes the entire agreement between the customer and GSRTC with respect to e-ticket on GSRTC Website and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral, or written, between the customer and GSRTC with respect to this Website. A printed version of this agreement and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form. Procedure for booking e-tickets Online Booking (Internet Booking) will enable the passenger to book/cancel the seats and conduct other related transactions even from remote places where GSRTC counters or franchises are not available. The procedure and guidelines for Internet/Online booking are detailed as below: E-ticket can be booked by registered user through the Internet. Registered User will be given username and password after filling an E-form on the Internet by giving his personal details. Tickets can be booked during reservation timings prescribed by GSRTC. Payments for tickets booked will have to be made through Credit Card / Debit Card / ATM cum Debit Card / Internet Banking. Passenger intending to book the ticket will have to login to GSRTC website and will proceed through the link provided for Online Booking. The seat will be allocated to the passenger as per service type selected by him. Passenger or Any Person from a group intending to travel will have to produce the print out of E-ticket along with original Photo Identity Proof on demand at any time during the journey. Passenger may produce from any one of the original Photo Identity from Passport, Driving License, Voter ID Card, PAN Card, UID Card or any other photo identity card issued by employer/student's institution. The On-duty Conductor/Checking Staff or person authorized by GSRTC can verify the Photo Identity Card of the passenger with E-Ticket print out & Reservation Chart. If the passenger fails to produce the print out of E-ticket and the specified Photo Identity Proof in original during the journey, the ticket will be treated as INVALID and the passenger will be treated as "Traveling without Ticket". Photocopy of identity proof is not allowed. Users are advised to take print out of e-ticket immediately after booking so as to minimize inconvenience during instances of withdrawal of e-booking due to high traffic or website. Users will be informed about booking and cancellation of ticket or any bus services related alert by sending an sms over the mobile number registered with GSRTC. E-Ticketing Fare, Reservation & Other Charges: Fare for journey will be charged as per prevailing rates & rules applicable for the specific bus service type. In addition to journey fare, reservation charge, IT charge, H.R. Charges, Accidental Surcharge, Toll Tax Octroi and any other charges applicable time to time will also be included in total fare for e-ticket. The passengers have to pay additional fare in cash, in case of fare revision, change in service type and change in route etc before start of journey. For Debit/Credit cards additional surcharge is of 1.2% of the total fare (Inclusive all taxes) and Rs. 10/- per transaction (Inclusive all taxes). Cancellation Rules & Refund Procedure for e-ticket: In case of cancellation of e-ticket, the rules for cancellation of e-ticket, cancellation charges, refundable amount etc would be applicable at the time of cancellation. Service originating place, time of departure and destination place will be notified on e-ticket. Cancellation charges would be calculated only on the base fare of e-ticket, while Human Resource Charges, Accidental Surcharge, Toll Tax and Octroi (if applied) would be refunded completely. Following conditions would be applied for refund in case of cancellation of e-tickets: If ticket is cancelled before 24 hours of scheduled departure time, 95% of base fare only would be refunded. The 5% of base fare amount would be retained with GSRTC as cancellation charges. If ticket is cancelled within 24 hours and 1 hour before the scheduled departure time, 80% of base fare only would be refunded. The 20% of base fare amount would be retained with GSRTC as cancellation charges. If ticket is cancelled within 1 hour and before 30 minutes of scheduled departure time, 50% of base fare only would be refunded. The 50% of base fare amount would be retained with GSRTC as cancellation charges. If ticket is cancelled within 30 minutes of scheduled departure time, there will be No Refund, 100% total fare amount (inclusive all charges) would be retained with GSRTC as cancellation charges. In case, if passenger is absent for journey at the time of departure of bus, no refund will be given to the passenger. Refund to the passengers will be made through the payment gateway process i.e. in respective Bank Account only. No cash refund will be given to passenger for e-ticket.

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For Back buttons during the transaction → [Back] बूट करता पहला एक्शन BROWSER HISTORY [प्रायर कर्टवी अने मोबाइल एप्लिकेशन आपडेट करता]. 2. User should never refresh the page during the transaction. → [Back]

5.2.20 Client Review Page

**Gujarat State Road Transport Corporation ગુજરાત રાજ્ય માર્ગ વાહન વયવસાર નિયમો
Steering Miles with Smiles**

[HOME](#) [ADVERTISES](#) [REVIEW](#) [CONTACTUS](#) [ABOUTUS](#) [MORE OPTIONS ▾](#) Welcome To harshad [Logout](#)

GSRTC Ratings & Reviews

PANKAJ PARAJAPATI <i>I am very satisfied with your service</i>	5.1 ★
BHARAT PATEL <i>The bus was punctual and the overall experience was great</i>	5.1 ★
pradeep gupta <i>Very good service</i>	5.0 ★
KRUPALI KAUSHALKUMAR PATEL <i>Good behaviour and service, reached on time</i>	5.1 ★
Kishan Parmar <i>Overall experience outstanding</i>	5.1 ★

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For Back buttons during the transaction → [Back] बूट करता पहला एक्शन BROWSER HISTORY [प्रायर कर्टवी अने मोबाइल एप्लिकेशन आपडेट करता]. 2. User should never refresh the page during the transaction. → [Back]

5.2.21 Client About Us Page

The screenshot shows the 'About Us' section of the GSRTC website. At the top, there's a navigation bar with links for HOME, ADVERTISE, REVIEW, CONTACTUS, ABOUTUS, MORE OPTIONS, Welcome To ,harshad, and Logout. The main heading 'About Us' is centered above a sub-headline 'Welcome to our GSRTC BUS!'. Below this, the 'Our Mission' section is introduced with a brief statement about providing safe, reliable, and affordable transportation services. It also mentions over 20 years of experience and environmentally friendly practices. The 'Meet Our Team' section follows, featuring profiles for Nitesh Varma (CEO) and Tanvi Jani (Chief Operations Officer). Each profile includes a photo, name, title, and a short bio. To the right of the profiles is a 'Social Media' section with icons for Facebook, Instagram, Twitter, and LinkedIn. At the bottom of the page, there are footer banners for 'Bus Street, Surat, GUJARAT Welcome TO GSRTC (GUJARAT STATE ROAD TRANSPORT CORPORATION)' and copyright information for '© GSRTC All Rights Reserved 2024'.

5.2.21 Client Contact Us Page

The screenshot shows the 'Contact Us' section of the GSRTC website. The top navigation bar is identical to the About Us page. The main heading 'Contact Us' is centered above a sub-headline 'Have questions or want to get in touch with us? Feel free to reach out to us through the following channels:'. Below this, there are three contact options: Email (GSRTC@buscompany.com), Phone (+1 234-567-890), and Address (123 Bus Street, Surat, GUJARAT). A 'Social Media' section with the same four icons as the About Us page is also present. At the bottom of the page, there are footer banners for 'Bus Street, Surat, GUJARAT Welcome TO GSRTC (GUJARAT STATE ROAD TRANSPORT CORPORATION)' and copyright information for '© GSRTC All Rights Reserved 2024'.

5.3 Visitor Side:

5.3.1 Visitor Home Page

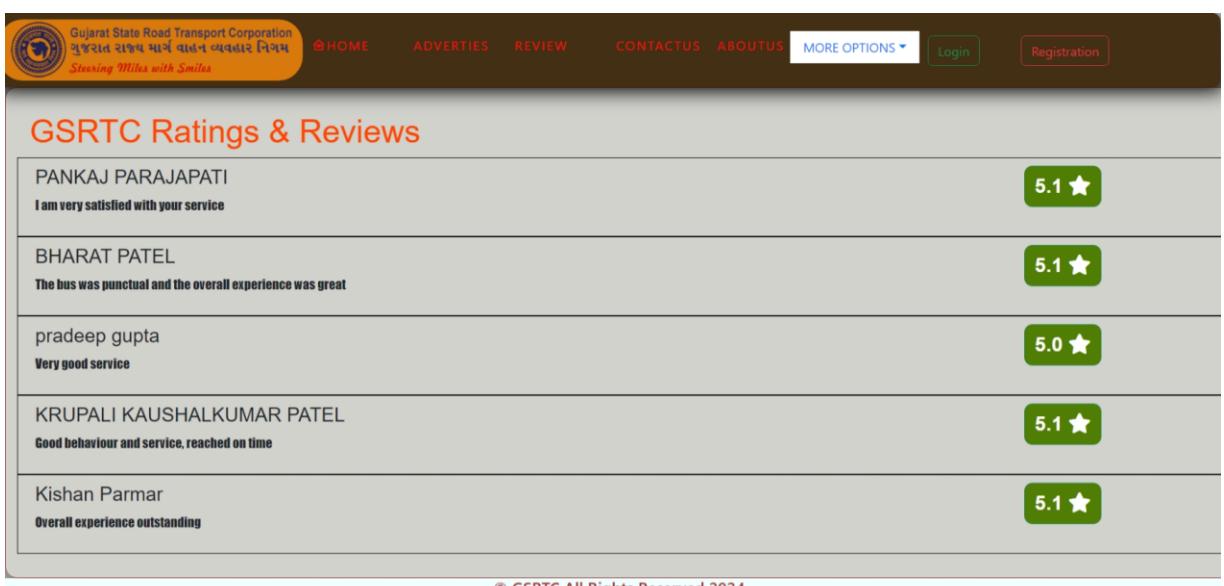


5.3.2 Visitor Adverties Page



The screenshot shows the homepage of the GSRTC Bus website. At the top, there is a navigation bar with links for HOME, ADVERTIES, REVIEW, CONTACTUS, ABOUTUS, MORE OPTIONS (with a dropdown arrow), Login, and Registration. The main heading "GSRTC BUS" is displayed prominently. Below the heading is a large image of several orange-colored GSRTC buses parked outdoors. At the bottom of the page, there is a copyright notice: "© GSRTC All Rights Reserved 2024" and a warning message: "Please do not press either forward or Back buttons during the transaction. 1. [Hindi] युक्त करो पहला ऐप्लिकेशन BROWSER HISTORY [अप्पर कर्वा] अने मोबाइल ऐप्लिकेशन अपडेट कर्त्ता. 2. User should never refresh the page during the trans".

5.3.3 Visitor Review Page



The screenshot shows the "GSRTC Ratings & Reviews" page. The page header includes the GSRTC logo and navigation links. The main content displays five review entries, each with a user's name, their comment, and a green star rating box indicating a 5.1 rating.

User	Comment	Rating
PANKAJ PARAJAPATI	I am very satisfied with your service	5.1 ★
BHARAT PATEL	The bus was punctual and the overall experience was great	5.1 ★
pradeep gupta	Very good service	5.0 ★
KRUPALI KAUSHALKUMAR PATEL	Good behaviour and service, reached on time	5.1 ★
Kishan Parmar	Overall experience outstanding	5.1 ★

At the bottom of the page, there is a copyright notice: "© GSRTC All Rights Reserved 2024" and a warning message: "Please do not press either forward or Back buttons during the transaction. 1. [Hindi] युक्त करो पहला ऐप्लिकेशन BROWSER HISTORY [अप्पर कर्वा] अने मोबाइल ऐप्लिकेशन अपडेट कर्त्ता. 2. User should never refresh the page during the trans".

5.3.4 Visitor Terms & Condition Page

The GSRTC will provide facility for transacting Passenger Reservation System through Internet. Rules of GSRTC for reservation and booking will apply to all such transactions along with special conditions imposed for Internet based booking. The special terms and conditions of service applicable to Internet booking are detailed in this document. The following terms and conditions will apply to the user of GSRTC's online ticket booking service offered through the GSRTC website. Please go through the conditions carefully and if acceptable, you may register and transact for e-ticket on GSRTC Website. No user can register more than once on GSRTC Website. Please note that once you register yourself on the GSRTC Website, you are deemed to have agreed to the terms and conditions set forth below. If you do not agree with these terms and conditions, you will not be able to transact for e-ticket on GSRTC Website. Once you have clicked the 'I Agree' button at the bottom of Terms and Conditions at login page, it means you have entered into a formal agreement with GSRTC for the purpose of transactions on this website. Multiple registering will deem to have violated the terms and conditions resulting in deactivation of all such user registration and cancel any or all e-tickets booked using these registrations without notice. GSRTC's performance of this agreement is subject to existing laws and legal procedures of Government of India, and nothing contained in this agreement is in derogation of GSRTC's right to comply with law enforcement requests or requirements relating to your use of this Website or information provided to or gathered by GSRTC with respect to such use. You agree that providing details of your use of the Website by GSRTC to regulators or police or to any other third party, or in order to resolve disputes or complaints which relate to the Website, is GSRTC's complete discretion. If any part of this agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth herein, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall continue in effect. This agreement constitutes the entire agreement between the customer and GSRTC with respect to e-ticket on GSRTC Website and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral, or written, between the customer and GSRTC with respect to this Website. A printed version of this agreement and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form. Procedure for booking e-tickets: Online Booking (Internet Booking) will enable the passenger to book/cancel the seats and conduct other related transactions even from remote places where GSRTC counters or franchisees are not available. The procedure and guidelines for Internet/Online booking are detailed as below: E-ticket can be booked by registered user through the Internet. Registered User will be given username and password after filling an E-form on the Internet by giving his personal details. Tickets can be booked during reservation timings prescribed by GSRTC. Payments for tickets booked will have to be made through Credit Card / Debit Card / ATM cum Debit Card / Internet Banking. Passenger intending to book the ticket will have to login to GSRTC website and will proceed through the link provided for Online Booking. The seat will be allocated to the passenger as per service type selected by him. Passenger or any Person from a group intending to travel will have to produce the print out of E-ticket along with original Photo Identity Proof on demand at any time during the journey. Passenger may produce from any one of the original Photo Identity from Passport, Driving License, Voter ID Card, PAN Card, UID Card or any other photo identity card issued by employer/student's institution The On-duty Conductor/Checking Staff or person authorized by GSRTC can verify the Photo Identity Card of the passenger with E-Ticket print out & Reservation Chart. If the passenger fails to produce the print out of E-ticket and the specified Photo Identity Proof in original during the journey, the ticket will be treated as INVALID and the passenger will be treated as "Traveling without Ticket". Photocopy of identity proof is not allowed. Users are advised to take print out of e-ticket immediately after booking so as to minimize inconvenience during instances of withdrawal of e-booking due to high traffic on website. Users will be informed about booking and cancellation of ticket or any bus services related alert by sending an sms over the mobile number registered with GSRTC. E-Ticketing Fare, Reservation & Other Charges: Fare for journey will be charged as per prevailing rates & rules applicable for the specific bus service type. In addition to journey fare, reservation charge, IT charge, H.R. Charges, Accidental Surcharge, Toll Tax, Octroi and any other charges applicable time to time will also be included in total fare for e-ticket. The passengers have to pay additional fare in cash, in case of fare revision, change in service type and change in route etc before start of journey. For Debit/Credit cards additional surcharge is of 1.2% of the total fare (inclusive all taxes) and Rs. 10/- per transaction (inclusive all taxes). Cancellation Rules & Refund Procedure for e-tickets: In case of cancellation of e-ticket, the rules for cancellation of e-ticket, cancellation charges, refundable amount etc would be applicable at the time of cancellation. Service originating place, time of departure and destination place will be notified on e-ticket. Cancellation charges would be calculated only on the base fare of e-ticket, while Human Resource Charges, Accidental Surcharge, Toll Tax and Octroi (if applied) would be refunded completely. Following conditions would be applied for refund in case of cancellation of e-tickets: If ticket is cancelled before 24 hours of scheduled departure time, 95% of base fare only would be refunded. The 5% of base fare amount would be retained with GSRTC as cancellation charges. If ticket is cancelled within 24 hours and 1 hour before the scheduled departure time, 80% of base fare only would be refunded. The 20% of base fare amount would be retained with GSRTC as cancellation charges. If ticket is cancelled within 1 hour and before 30 minutes of scheduled departure time, 50% of base fare only would be refunded. The 50% of base fare amount would be retained with GSRTC as cancellation charges. If ticket is cancelled within 30 minutes of scheduled departure time, there will be No Refund, 100% total fare amount (inclusive all charges) would be retained with GSRTC as cancellation charges. In case, if passenger is absent for journey at the time of departure of bus, no refund will be given to the passenger. Refund to the passengers will be made through the payment gateway process i.e. in respective Bank Account only. No cash refund will be given to passenger for e-ticket.

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should never press either forward or Back buttons during the transaction. ➡ ટિક્સેટ વિધુ કરી પણ્યા એન્ટોડ્યુન્ટ બ્રોઝર હાસ્ટરી જોગર કર્તા અને માલ્વાય ગોપનીકાળ અપદ્ધર્ત કર્યો. 2. User should never refresh the page during the transaction.

5.3.5 Visitor Privacy Policy Page

What information do we collect?

We collect information from you when you register on our site or for booking of Journey cum Reservation Ticket of GSRTC Buses. When ordering or registering on our site, as appropriate, you may be asked to enter your name, e-mail address, mailing address or phone number. You may, however, visit our site anonymously.

What do we use your information for?

Any of the information we collect from you may be used in one of the following ways: To improve our website (we continually strive to improve our website offerings based on the information and feedback we receive from you) To process transactions your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.

How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you place an order. We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential. After a transaction, your private information (credit cards, social security numbers, financials, etc.) will not be stored on our servers.

Do we use cookies?

Yes (Cookies are small files that a site or its service provider transfers to your computers hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information. We use cookies to understand and save your preferences for future visits and compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future. We may contract with third-party service providers to assist us in better understanding our site visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business).

Do we disclose any information to outside parties?

We do not sell, trade or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

Third party links

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

Online Privacy Policy Only

This online privacy policy applies only to information collected through our website and not to information collected offline.

Terms and Conditions

Please also visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing the use of our website at RSRTC.gov.in.

Your Consent

By using our site, you consent to our privacy policy.

Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on this page, and/or update the Privacy Policy modification date below.

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should never press either forward or Back buttons during the transaction. ➡ ટિક્સેટ વિધુ કરી પણ્યા એન્ટોડ્યુન્ટ બ્રોઝર હાસ્ટરી જોગર કર્તા અને માલ્વાય ગોપનીકાળ અપદ્ધર્ત કર્યો. 2. User should never refresh the page during the transaction.

5.3.6 Visitor FAQ Page

FAQ

1. I could not register my User Id, so what can I do?
2. I have successfully registered my User Id and Password but I could not use the same for login, what can I do?
3. I have successfully registered my User Id and Password but I have not received e-mail from your system for activation, what can I do?
4. How many services are available for e-ticket booking?
5. How many days before I reserve e-ticket?
6. At what time the e-ticket booking and cancellation facility is available?
7. How can I search Boarding / Destination place name?
8. Can I book concessional e-ticket?
9. What would be the Cancellation Rules & Refund Procedure for e-ticket?
10. Can I get refund of fare in case of non performance of journey?
11. How can I get refund of fare, in case of cancellation of bus service by GSRTC or change in bus service type i.e. Volvo to A/C / Non A/C etc?
12. How refund of fare will be done in case of cancellation of e-ticket?
13. Can I change the date, time of journey, name, gender, age etc after booking e-ticket?

TOP

Q1. I could not register my User Id, so what can I do? A. On registration screen, few fields are mandatory. Please check the information filled properly before proceeding for registration. Please ensure that, only alphabets A to Z or numbers 0 to 9 are used in upper case or lower case while generating user Id and password. No special characters are allowed.

TOP Q2. I have successfully registered my User Id and Password but I could not use the same for login, what can I do? A. After successful registration, you will receive a mail in your registered email account. After opening the mail you have to click on "Click here" link to activate your e-ticketing account.

TOP Q3. I have successfully registered my User Id and Password but I have not received e-mail from your system for activation, what can I do? A. Please go to the login screen and select "forget password" button and enter your e-mail id. After successful submission of e-mail id, system will send activation mail to your e-mail id. Please open your e-mail id and activate your account.

TOP Q4. How many services are available for e-ticket booking? A. All important interstate & intrastate bus services like Volvo-Mercedes, Volvo-LCD, Volvo-Pantry, Volvo-LCD-Pantry, Air Condition, A.C. Sleeper, Deluxe, Semi-Deluxe, A.C. Gandhi Rath and Express are available for e-ticket booking.

TOP Q5. How many days before can I reserve e-ticket? A. You can reserve your e-ticket through internet before one month (30 Days) from expected journey date (excluding date of journey). This e-ticket booking facility will be closed before half an hour from scheduled departure time of bus service on proposed journey date.

TOP Q6. At what time the e-ticket booking and cancellation facility is available? A. e-ticket booking and cancellation timings are from 00:30 to 23:30 IST.

TOP Q7. How can I search Boarding / Destination place name? A. Please enter at least First Two characters of Boarding / Destination place name in "from stop" / "to stop" field on screen, then all names starting from those two characters will display on screen and now you can select desired place name from this view window by clicking on the bus Boarding / Destination place name.

TOP Q8. Can I book concessional e-ticket? A. Yes, few concessional fare tickets are allowed for e-ticket booking but it will be subject to produce the required documents to conductor/checking staff of the RSRTC in original to verify the eligibility for getting concession. The passengers availing the concession facility through e-ticket will have to produce any one document in original from the list as mentioned below: Passenger entitle for concession Any one Original Document to be produced Patients of Non-infectious Leprosy, Thalassemia, Cancer, AIDS, Escort of Thalassemia & Cancer Patients Doctor's letter/prescription clearly mentioned about the deceased Awardee Teacher Identity Card issued by RSRTC Senior Citizen Smart Card Issued By RSRTC. The passengers who are availing concession facility fails to produce the required documents will be treated as INVALID and the passenger will be treated as "Traveling without Ticket". Photocopy of document is not allowed.

TOP Q9. What would be the Cancellation Rules & Refund Procedure for e-ticket? A. Cancellation Rules & Refund Procedure for e-ticket: (a)In case of cancellation of e-ticket, the rules for cancellation of e-ticket, cancellation charges, refundable amount etc would be applicable at the time of cancellation. Service originating place, time of departure and destination place will be notified on e-ticket. (b)Cancellation charges would be calculated only on the base fare of e-ticket, while Human Resource Charges, Accidental Surcharge, Toll Tax and Octroi (if applied) would be refunded completely. (c)Following conditions would be applied for refund in case of cancellation of e-tickets: (i)If ticket is cancelled before 24 hours of scheduled departure time, 95% of base fare only would be refunded. The 5% of base fare amount would be retained with RSRTC as cancellation charges. (ii)If ticket is cancelled within 24 hours and 1 hour before the scheduled departure time, 80% of base fare only would be refunded. The 20% of base fare amount would be retained with RSRTC as cancellation charges. (iii)If ticket is cancelled within 1 hour and before 30 minutes of scheduled departure time, there will be No Refund, 100% total fare amount (inclusive all charges) would be retained with RSRTC as cancellation charges. (d)In case, if passenger is absent for journey at the time of departure of bus, no refund will be given to the passenger. (e)Refund to the passengers will be made through the payment gateway process i.e. in respective Bank Account only. No cash refund will be given to passenger for e-ticket. (f)For getting the refund, passenger should submit an application with e-ticket to the Chief Manager of respective RSRTC Depot in person/through e-mail/by post requesting with proper reason for the purpose. (g)The passengers have to pay additional fare in cash to bus conductor or at booking window before journey start in case of change in higher service type.

TOP Q10. Can I get refund of fare in case of non performance of journey? A. No

TOP Q11. How can I get refund of fare, in case of cancellation of bus service by RSRTC or change in bus service type i.e. Volvo to A/C / Non A/C etc? A. The refund of fare in case of change in bus service, cancellation of bus service, breakdown of bus service, fare difference due to fare cut will be made through respective bank A/c only and no cash refund will be given to passenger. For getting refund passengers have to submit e-ticket print out to the Chief Manager of respective RSRTC Depot. Chief Manager will initiate the refund procedure with Payment Gateway Company/Bank & the refund will be received by the passenger automatically with in a week in his bank account. If not, mail details with "Transaction Id & PNR No" as displayed on your e-ticket & date of submission of e-ticket to rsrtchelpdesk@gmail.com. Due to cancellation of bus services, the passenger will not be compensating by RSRTC in any condition.

TOP Q12. How refund of fare will be done in case of cancellation of e-ticket? A. Refund of fare will be made through respective bank account only. No cash refund will be given to passengers. For cancellation of e-ticket submit e-ticket information on screen provided on the site.

TOP Q13. Can I change the date, time of journey, name, gender, age etc after booking e-ticket? A. No, once you have booked your e-ticket, you will not be allowed to change the date, time, name, gender, age, etc. In such case you will have to cancel e-ticket first and re-book e-ticket with the desired date, time, name, gender, age etc.

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5.3.7 Visitor Service Page

Special Services

GSRTC provides the following special services

- Services to accommodate some major schedules of railway.
- Contract services - Buses are given out on contract basis to the public for the special occasions.
- Services to major schedules of railway.
- Festival services.
- Services connecting to schools and colleges.
- Services connecting to pilgrim places.
- Metro Link Services.
- Volvo Services.
- Intercity Services.

There is a range with varied speed, comfort and amenities - Volvo, Volvo Sleeper, AC Seater, AC Sleeper, Sleeper, Gurjarnagar, Express, Ordinary, Intercity Express etc.






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5.3.8 Visitor Contact Us Page

Contact Us

Have questions or want to get in touch with us? Feel free to reach out to us through the following channels:

✉Email: GSRTC@buscompany.com

☎Phone: +91 234-567-890

📍Address: 123 Bus Street, Surat, GUJARAT

Social Media

Welcome TO GSRTC (GUJARAT SATE ROAD TRANSPORT CORPORATION),In case any bus inquiry problems please call the toll free number 1800-2000-103

5.3.9 Visitor About Us Page

About Us

Welcome to our GSRTC BUS!

Our Mission

Our mission is to provide safe, reliable, and affordable transportation services to our community. We are committed to delivering high-quality service and ensuring that every journey with us is a pleasant experience.

With over 20 years of experience in the industry, we pride ourselves on our dedication to customer satisfaction and our environmentally friendly practices.

Meet Our Team

Nitesh Varma
CEO
John has over 30 years of experience in the transportation industry and is dedicated to leading our company to new heights.

Tanvi Jani
Chief Operations Officer
Jane ensures that our operations run smoothly and that our buses are always ready to serve our customers.

Social Media

Welcome TO GSRTC (GUJARAT SATE ROAD TRANSPORT CORPORATION),In case any bus inquiry problems please call the toll free number 1800-2000-103

6. Conclusion

Conclusion

- In conclusion, the **Bus Ticket Booking System** provides a streamlined and user-friendly platform that enhances the travel experience for passengers. The system addresses the common challenges faced in traditional ticket booking methods by integrating advanced features such as real-time seat availability, secure payment processing, and user-friendly navigation.
- The Bus Ticket Booking System will evolve with technological advancements, potentially integrating features like mobile ticketing, loyalty programs, and AI-driven customer support.
- The system aims to remain a leading solution in the transportation sector by continually seeking user feedback and adapting to market trends.
- Overall, the successful implementation of this system will not only enhance operational efficiency for bus companies but also improve customer satisfaction, fostering loyalty and encouraging repeat business.

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