

6. RAILWAY RESERVATION SYSTEM

6.1 Problem Statement

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

6.2 Software Requirement Specification

- Each user should have a user id and a password. Record of the users of the system should be kept in the log file. Provision should be made for full backup of the system.
- The customers can view the trains available at any day, the cost and number of tickets available for any train.
- Customer can book a ticket only if the tickets are available. Customer searches for the availability of tickets then if the tickets are available he books the tickets by initially filling details in a form.
- Tickets can be booked in two ways by i-ticket or by e-ticket booking.
- In case of i-ticket booking customer can book the tickets online and the tickets are couriered to Particular customer at their address. But in case of e-ticket booking and canceling tickets are booked and cancelled online sitting at the home.
- For cancellation of ticket the customer has to go to reservation office then fill cancellation form then claim refund.
- After booking ticket the customer has to checkout by paying fare amount to clerk.
- The system displays the details of train of which user enter the name. The information and its updation is saved in the database.