REQUIREMENT GATHERING

Date: 15/01/2025

1. Project Overview:

The TRAINDEKHO Train Booking System is a web-based platform aimed at enhancing the existing Indian Railway Catering booking system. Its primary objective is to streamline ticket booking, cancellation, and passenger management, while integrating food pre-booking options to improve the overall travel experience.

2. System Scope:

This project is intended for full-scale implementation to serve as a comprehensive solution for train ticket booking and food ordering across the Indian railway network.

3. Target Audience:

The system is targeted towards passengers of the Indian Railways, catering to various user groups such as individual travelers, families, and frequent commuters. Stakeholders include passengers, train operators, and food vendors.

4. Modules:

- Train Search and Booking: Users can search for trains, check schedules, and book tickets.
- Food Ordering and Pre-booking: Passengers can pre-book meals for their journey.
- Order Tracking: Track the status of food orders and ticket bookings.
- Cancellation and Modifications: Modify or cancel bookings as per train and food service policies.
- Admin Dashboard: Manage train schedules, food menus, bookings, and user profiles.
- Analytics and Reporting: Real-time insights into bookings, food orders, and user preferences.

5. User Roles:

- Passengers: Book and manage tickets, order food, track orders, and receive travel updates.
- Admins: Manage train schedules, food menus, bookings, user accounts, and generate reports.

6. System Ownership:

The system is owned by TRAINDEKHO, an academic institution project led by Ms. Gloriya Mathew, Assistant Professor, Department of Computer Applications.

7. Industry/Domain:

The system is related to the transportation and food service industry, specifically within the domain of railway travel.

8. Data Collection Contacts:

Francis Jacob-8921235690

Thomas Fernadez-8590385062

9. Questionnaire for Data Collection:

- What are the common challenges faced by passengers while booking train tickets?
- How frequently do passengers use food ordering services during their train journeys?
- What are the preferred methods of payment for booking tickets and ordering food?
- How important is real-time information on seat availability and food delivery for passengers?
- What features do passengers expect in a user-friendly train booking system?
- How do passengers rate their satisfaction with the current food options available on trains?
- What customization options do passengers look for in their food orders during travel?
- How do passengers prefer to receive updates and notifications about their bookings and orders?
- What improvements would passengers like to see in the existing train booking system?
- How can the integration of food ordering enhance the overall travel experience for passengers?