

LAB-6

## Railway Reservation System

### Problem Statement

Passengers frequently need to know about reservation, status, ticket availability etc. getting which gets difficult during peak hours. The no. of reservation counters are very less. Waiting time in queues is max during booking. Call centres are unable to solve the queries of passengers.

### SRS

- Each user should have user id, password, Records of users should be kept in a logfile.
- Provision for backup of data should be ready.
- Customers should be able to view tickets available on any day, cost and no. of seats.
- Customers can book tickets only if they are available by filling the form.
- Tickets can be booked by I-ticket or e-tickets.
- In case of I-tickets, the tickets are counters to customers on their address. In case of e-ticket, the ticket will be mailed to the user and he has to take print out of the same.
- For cancelling of tickets, customers have to contact reservation office. All forms and the refund will be

transferred to their account.

- After booking, customer has to checkout by paying the required amount.
- After booking, the database needs to be updated and other users should be informed.

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## Railway management system

