**1.4.11 Problem in Online Ticket and Payment System:** At present, ’shohoj’, an e-ticketing platform manages the online ticketing system. But the users often find difficulties to book online tickets and pay online. When the site gets too many visitors, its server gets down. Sometimes people can’t access their website properly and pages do not respond. In this situation, one can’t buy tickets from online. The users also face difficulties in getting OTPs.

For online payment, there are three options- Nagad, Bkash and Rocket. Customers often face problem in online payment due to huge server traffic. Again, sometimes payment takes too long that payment gets cancelled and great difficulty arises. These is a harassment for the users. Users get disappointed and lose interest in online booking and payment.