**2.2 Initial feasibility study**

**2.2.1 Lack of manpower**

Bangladesh railway is an important transportation system. So, the system has to do a lot of tasks to provide service to the people. But to provide proper rail service, there must be enough manpower. Otherwise, the whole system has to face a lot of problem that can obstruct the normal work flow.

People want to have a faster and proper service. They want to buy tickets in legal and faster way, and also want to have a safe journey. It is not expected to buy tickets from black market and collect tickets from online or offline spending a long time due to managing problems and server problems. Actually, people want to have the security and well management while they are travelling.

Most of the problems can be solved by increasing manpower. But there is an alternative and that is digitalization of some subsystems. It can reduce the problems that are generated due to lack of manpower. But in that case, enough technically skilled employees must be appointed. On the other hand, more manpower needed to form monitoring teams to provide service to the people, more system analysts for system management and some other purposes. If these recommendations can be done by the railway authority, the organization can play better role to provide service to the passengers.

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