**4.3.2. A brief description of proposed ticket management system**

We analyzed the ticket management system of Bangladesh Railway by means of a DFD. In section 3.3.1, we had figured out the existing ticket management system of Bangladesh Railway. We found out the flaws in the system and after detailed study and analysis about the system. So now, we are proposing a system which would hopefully overcome the flaws and give proper solution to the problems.

The main source of the system is the customer or passenger, who will buy ticket. Data flow starts from here. Subsequently, information like- name, mobile number, NID no. etc. flows from the customer to a data store “Customer Information File”. Then the process of enquiry starts with selecting the “from” station and “to” station. Customers are allowed to select their preferred class of compartment as well as time and date of journey. Now, in existing system we observed that according to this enquiry about route, class and schedule, the system would check for availability of seat. But, here we want to propose to enforce proper laws against black marketing so that customers are not deprived of ticket.

Then starts the process of generation of ticket. Ticket generation process can be online or offline. Payment system for online ticket is online and offline ticket is offline. We recognized some problem in online ticketing and payment system. We also determined some feasible solutions of the problem. One of them was to host the website by a better hosting platform. We added it in this segment as a proposal.

To cope up the expense of railway, we found it feasible to increase the ticket fare a little. We added this proposal in DFD in the payment segment while collecting the fare of the journey from ticket fare details file.

The rest of the system would remain as it is. On payment, the desired seat will be reserved and consequently, ticket will be issued. In online system, softcopy of the ticket will be issued for the passenger and in offline the hardcopy will be handed to the customer. Thus passenger will get the ticket and this is the final destination of our Data Flow Diagram.