ONLINE RAILWAY RESERVATION SYSTEM

ONLINE E-TICKETING

PROJECT GROUP MEMBERS

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Certificate

This is to certify that the dissertation entitled **"ONLINE HELP DESK (OHD)"** is submitted by **ALEENA MINHAJ Student121410, MUHAMMAD AZLAN Student1214569, AAMISH UDDIN Student1214569,** and in their partial fulfilment of the requirement of the award of the Aptech ComputerCertified.

Acknowledgement

The success and final outcome of this project required a lot of guidance and assistance from many people and I am extremely privileged to have got this all along the completion of my project. All that I have done is only due to such supervision and assistance and I would not forget to thankthem.

I respect and thank Aptech for providing me an opportunity to do the project work in ACE and giving us all support and guidance, which made me complete the project duly. I am extremely thankful to Aptech for providing such a nice support and guidance.

I owe my deep gratitude to our project guide **Ms. Samreen Rafiq**, who took keen interest on our project work and guided us all along, till the completion of our project work by providing all the necessary information for developing a good system.

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Abstract

Indian Railways is one of the largest rail networks in world. Majority of people used to travel in train which is convenient and affordable means of transport. So keeping this in view, the reservation of railways is a most important task and it must be faster and efficient as the demand (travelers) is very high. In order to meet this demand, manual reservation is cumbersome and it requires an efficient program to implement the online reservation.

This Application enables us to choose the train even there is no necessary to fill a form at the railway reservation counter ,i.e. we can directly select from the choices provided for us with train numbers and their origin, departure time, destination & arrival time at that station and the class to

travel in. Application gives us the final output as train ticket with the Amount to be paid.

Table of Content

CHAPTER # 1

INTRODUCTION

1.1 Introduction:

The thirst for learning, upgrading technical skills and applying the concepts in real life environment at a fast pace is what the industry demands from IT professionals today. However busy work schedules, far-flung locations, and unavailability of convenient time-slots pose as major barriers when it comes to applying the concepts into realism. And hence the need to look out for alternative means of implementation in the form of laddered approach.

The above truly pose as constraints especially for our students too! With their busy schedules, it is indeed difficult for our students to keep up with the genuine and constant need for integrated application which can be seen live especially so in the field of IT education where technology can change on the spur of a moment. Well, technology does come to our rescue at such times!!

Keeping the above in mind and in tune with our constant endeavour to use Technology in our training model, we at Aptech have thought of revolutionizing the way our students learn and implement the concepts using tools themselves by providing a live and synchronous eProject learning environment!

So what is this eProject?

eProject is a step by step learning environment that closely simulates the classroom and Lab based learning environment into actual implementation. It is a project implementation at your fingertips!! An electronic, live juncture on the machine that allows you to

o Practice step by step i.e. laddered approach.
o Build a larger more robust application.
o Usage of certain utilities in applications designed by user.
o Single program to unified code leading to a complete application.
o Learn implementation of concepts in a phased manner.
o Enhance skills and add value.
o Work on real life projects.
o Give a real life scenario and help to create applications more complicated and useful.
o Mentoring through email support.

The students at the centre are expected to complete this eProject and send complete documentation with source code within the time allotted to eProjects Team Looking forward to a positive response from your end!!

1.2 MODULES:

The entire project mainly consists of 3 modules, which are

❖ Administration module(Admin)

❖ User module (End-Users)

❖ Facility module (Facility-Heads)

❖ Assignee module (Assignees)

❖

1.3.1   Admin Module:

1. New User (Add / Update / Delete / View over all report)

2. Create User Account (Add / Update / Delete / View over all report)

3. Create Facilities (Add / Update / Delete / View over all report)

4. Create Employee (Add / Update / Delete / View over all report)

5. Create New Facilities (Add / Update / Delete / View over all report)

*NOTE

Admin panel have all rights to access all area of the Educational System.

Admin panel give authorities to staff and general public users.

1.3.2   User Module:

1. Create Request (Add /Update)

2. Check Status (Add /Update)

1.3.3   Employee Module:

1. Create Request (Add)

2. Employee (Add)

CHAPTER # 2

FUNCTION REQUIREMENT

1. Those who use the system to create a request (end-users)
2. Those who look at the created requests and assign them to the concerned people (facility-heads)
3. Those who work on the assigned requests and update the status of the same on the system (assignees)

There is also an 'Administrator' for doing the Admin-level functions such as creating user accounts, adding new facilities to the system etc.

1. A person should be able to

   - login to the system through the first page of the application

   - change the password after logging into the system

   - see the status of the requests created by him/her (the status could be one of unassigned/assigned/work in progress/closed/rejected)

   - see the list of requests (both open and closed) created by him/her over the past

   - create a new request by specifying the facility, the severity of the request (there may be several levels of severity defined) and a brief description of the request

   - close a request created by him/her by giving an appropriate reason

   - see the requests that are assigned to him/her by the facility-heads and update the status of requests (after working on them)

   - view the incoming requests (if he/she is a facility-head) and assign them to registered users of the system

   - get help about the OHD system on how to use the different features of the system

2. As soon as a request is created, a message will be displayed to the person who created the request and the concerned facility-head.

3. Similarly, when any status-change occurs for a request (such as the request getting completed etc), an automatic message will be updated to the person who created the request and the concerned facility-head.

A summary report on the requests that came in and requests that were serviced should be sent to every facility-head periodically (say, once in a month)

CHAPTER # 3

REQUIREMENT

SPECIFICATION

2.1 INTRODUCTION:

The thirst for learning, upgrading technical skills and applying the concepts in real life environment at a fast pace is what the industry demands from IT professionals today. However busy work schedules, far-flung locations, and unavailability of convenient time-slots pose as major barriers when it comes to applying the concepts into realism. And hence the need to look out for alternative means of implementation in the form of laddered approach.

2.2 HARDWAREREQUIREMENTS:

The most common set of requirements defined by any operating system or software application is the physical computer resources, also known as hardware. A hardware requirements list is often accompanied by a hardware compatibility list (HCL), especially in case of operating systems. An HCL lists tested, compatibility and sometimes incompatible hardware devices for a particular operating system or application. The following sub-sections discuss the various aspects of hardware requirements.

HARDWARE REQUIREMENTS FOR PRESENT PROJECT:

PROCESSOR   :   Intel dual Core, i3

RAM   :   4GB

HARDDISK   :   250GB

A minimum computer system that will help you access all the tools in the courses is a Pentium 166 or better

128 Megabytes of RAM or better.

2.3 SOFTWAREREQUIREMENTS:

Software Requirements deal with defining software resource requirements and pre-requisites that need to be installed on a computer to provide optimal functioning of an application. These requirements or pre-requisites are generally not included in the software installation package and need to be installed separately before the software is installed.

SOFTWARE REQUIREMENTS FOR PRESENT PROJECT:

OPERATINGSYSTEM :   Windows 7/XP/8/10

SOFTWARE   :   Visual Studio2013/2017

FRONTEND   :   ASP.NET MVC , C#

DATABASE   :   SQL Server

Visual Studio .Net / ASP

IIS server

.Net Framework

Java Virtual Machine/ J2EE server

Notepad/Java editor

j2sdk1.4.1_02 (or later).

EJB Dev Kit

Java enabled web server

JSP / Servlets Dev. Kit

CHAPTER # 4

ANALYSIS

3.1 PROPOSEDSYSTEM:

In the proposed system, in this software once the timer is being arranged, it put up updates and uploads automatically and does not need anyone to do so. Also it is easily available due to its speed and programming part and using it is quite an easy task and well as due to its speed the information which will be available by one or two clicks, will get available in few seconds only.

3.2 FEASIBILITYSTUDY

The feasibility of the project is analysed in this phase and business proposal is put forth with a very general plan for the project and some cost estimates. During system analysis the feasibility study of the proposed system is to be carried out. This is to ensure that the proposed system is not a burden to the company. For feasibility analysis, some understanding of the major requirements for the system is essential.

Three key considerations involved in the feasibility analysis are:

3.3.1 Economic Feasibility

This study is carried out to check the economic impact will have on the system will have on the organization. The amount of fund that the company can pour into the research and development of the system is limited. The expenditures must be justified. Thus, the developed system as well within the budget and this was achieved because most of the technologies used are freely available. Only the customized products have to be purchased.

3.3.2 Technical Feasibility

This study is carried out to check the technical feasibility, that is, the technical requirements of the system. Any system developed must not have a high demand on the available

technical resources. This will lead to high demands being placed on the client. The developed system must have a modest requirement, as only minimal or null changes for the implementing this system.

3.3.3 Operational Feasibility

The aspect of study is to check the level of acceptance of the system by the user. This includes the process of training the user to use the system efficiently. The user must not feel threatened by the system, instead must accept it as a necessity. The level of acceptance by the users solely depends on the methods that are employed to educate the user about the system and to make him familiar with it. His level of confidence must be raised so that he is also able to make some constructive criticism, which is welcomed, as he is the final user of the system.

1.4 LANGUAGESPECIFICATION

1.4.1   C#.NET

C# programs run on the .NET Framework, an integral component of Windows that includes a virtual execution system called the common language runtime (CLR) and a unified set of class libraries. The CLR is the commercial implementation by Microsoft of the common language infrastructure (CLI), an international standard that is the basis for creating execution and development environments in which languages and libraries work together seamlessly.

Source code written in C# is compiled into an intermediate language(IL) that conforms to the CLI specification. The IL code and resources, such as bitmaps and strings, are stored on disk in an executable file called an assembly, typically with an extension of .exe or dlt. An assembly contains a manifest that provides information about the assembly's types, version, culture, and security requirements.

1.4.2   ASP.Net MVC

ASP.NET MVC is an open source web development framework from Microsoft that provides a Model View Controller architecture.

ASP.net MVC offers an alternative to ASP.net web forms for building web applications. It is a part of the .Net platform for building, deploying and running web apps. You can develop web apps and website with the help of HTML, CSS, jQuery, Javascript, etc.

1.4.3 SQLSERVER

Microsoft SQL Server is a relational database management system (RDBMS) that supports a wide variety of transaction processing, business intelligence and analytics applications in corporate IT environments. Microsoft SQL Server is one of the three market-leading database technologies, along with Oracle Database and IBM's DB2.

Like other RDBMS software, Microsoft SQL Server is built on top of SQL, a standardized programming language that database administrators (DBAs) and other IT professionals use to manage databases and query the data they contain. SQL Server is tied to Transact-SQL (T-SQL), an implementation of SQL from Microsoft that adds a set of proprietary programming extensions to the standard language.

CHAPTER # 5

DESIGN

4.1 SYSTEMDESIGN:

4.1.1 INTRODUCTION TOUML:

UML Design

The Unified Modeling Language (UML) is a standard language for specifying, visualizing, constructing, and documenting the software system and its components. It is a graphical language, which provides a vocabulary and set of semantics and rules. The UML focuses on the conceptual and physical representation of the system. It captures the decisions and understandings about systems that must be constructed. It is used to understand, design, configure, maintain, and control information about the systems.

The UML is a language for:

- ❖ Visualizing
- ❖ Specifying
- ❖ Constructing
- ❖ Documenting

Visualizing

Through UML we see or visualize an existing system and ultimately we visualize how the system is going to be after implementation. Unless we think, we cannot implement. UML helps to visualize, how the components of the system communicate and interact with each other.

Specifying

Specifying means building, models that are precise, unambiguous and complete UML addresses the specification of all the important analysis design, implementation decisions that must be made in developing and deploying a software system.

Constructing

UML models can be directly connected to a variety of programming language through mapping a model from UML to a programming language like JAVA or C++ or VB. Forward Engineering and Reverse Engineering is possible through UML.

Documenting

The Deliverables of a project apart from coding are some Artifacts, which are critical in controlling, measuring and communicating about a system during its developing requirements, architecture, desire, source code, project plans, tests, prototypes releasers, etc.

4.2 UML Approach

UML Diagram

A diagram is the graphical presentation of a set of elements, most often rendered as a connected graph of vertices and arcs. You draw diagram to visualize a system from different perspective, so a diagram is a projection into a system. For all but most trivial systems, a diagram represents an elided view of the elements that make up a system. The same element may appear in all diagrams, only a few diagrams, or in no diagrams at all. In theory, a diagram may contain any combination of things and relationships. In practice, however, a small number of common combinations arise, which are consistent with the five most useful views that comprise the architecture of a software-intensive system. For this reason, the UML includes nine such diagrams:

1. Class diagram

2. Object diagram

3. Use case diagram

4. Sequence diagram

5. Collaboration diagram

6. State chart diagram

7. Activity diagram

8. Component diagram

9. Deployment diagram

USE CASE DIAGRAM:

A use case diagram in the Unified Modeling Language (UML) is a type of behavioral diagram defined by and created from a use-case analysis. Its purpose is to present a graphical overview of the functionality provided by a system in terms of actors, their goals (represented as use cases), and any dependencies between those use cases.

Use case diagrams are formally included in two modeling languages defined by the OMG: theunfiedmodeling language (UML) and the systemsmodeling language(sysML)

ERD Diagram:

An entity–relationship model describes interrelated things of interest in a specific domain of knowledge. A

basic ER model is composed of entity types and specifies relationships that can exist between entities
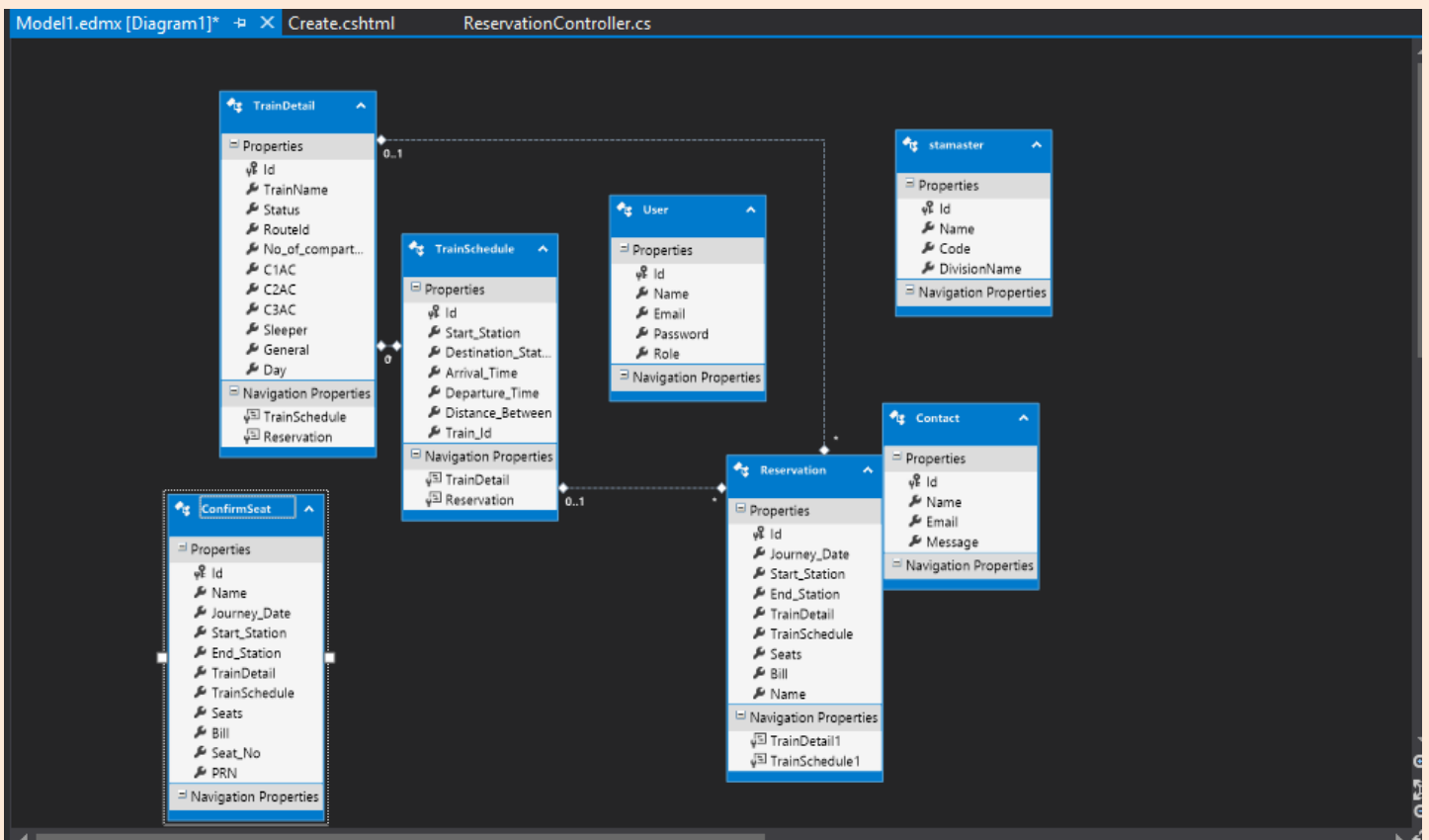
CHAPTER # 6

TESTING

6.1   INTRODUCTION TO SYSTEMTESTING:

The purpose of testing is to discover errors. Testing is the process of trying to discover every conceivable fault or weakness in a work product. It provides a way to check the functionality of components, sub-assemblies, assemblies and/or a finished product It is the process of exercising software with the intent of ensuring that the Software system meets its requirements and user expectations and does not fail in an unacceptable manner. There are various types of test. Each test type addresses a specific testing requirement.

TYPES OF TESTING:

Unit testing:

Unit testing involves the design of test cases that validate that the internal program logic is functioning properly, and that program inputs produce valid outputs. All decision branches and internal code flow should be validated. It is the testing of individual software units of the application .it is done after the completion of an individual unit before integration. This is a structural testing, that relies on knowledge of its construction and is invasive. Unit tests perform basic tests at component level and test a specific business process, application, and/or system configuration. Unit tests ensure that each unique path of a business process performs accurately to the documented specifications and contains clearly defined inputs and expected results.

Integration testing:

Integration tests are designed to test integrated software components to determine if they actually run as one program. Testing is event driven and is more concerned with the basic outcome of screens or fields. Integration tests demonstrate that although the components were individually satisfaction, as shown by successfully unit testing, the combination of components is correct and consistent. Integration testing is specifically aimed at exposing the problems that arise from the combination of components.

Functional test:

Functional tests provide systematic demonstrations that functions tested are available as specified by the business and technical requirements, system documentation, and user manuals.

Functional testing is centered on the following items:

ValidInput : identified classes of valid input must be accepted.

InvalidInput : identified classes of invalid input must be rejected.

Functions : identified functions must beexercised.

Output : identified classes of application outputs must be exercised.

Systems/Procedures: interfacing systems or procedures must beinvoked.

Organization and preparation of functional tests is focused on requirements, key functions, or special test cases. In addition, systematic coverage pertaining to identify Business process flows; data fields, predefined processes, and successive processes must be considered for testing. Before functional testing is complete, additional tests are identified and the effective value of current tests is determined.

System Test:

System testing ensures that the entire integrated software system meets requirements. It tests a configuration to ensure known and predictable results. An example of system testing is the configuration oriented system integration test. System testing is based on process descriptions and flows, emphasizing pre-driven process links and integration points.

White Box Testing:

White Box Testing is a testing in which in which the software tester has knowledge of the inner workings, structure and language of the software, or at least its purpose. It is purpose. It is used to test areas that cannot be reached from a black box level.

Unit Testing:

Unit testing is usually conducted as part of a combined code and unit test phase of the software lifecycle, although it is not uncommon for coding and unit testing to be conducted as two distinct phases.

Black Box Testing:

Black Box Testing is testing the software without any knowledge of the inner workings, structure or language of the module being tested. Black box tests, as most other kinds of tests, must be written from a definitive source document, such as specification or requirements document, such as specification or requirements document. It is a testing in which the software under test is treated, as a black box .you cannot "see" into it. The test provides inputs and responds to outputs without considering how the software works.

Test strategy and approach

Field testing will be performed manually and functional tests will be written in detail.

Test objectives

- All field entries must workproperly.

- Pages must be activated from the identifiedlink.

- The entry screen, messages and responses must not bedelayed.

Features to be tested

- Verify that the entries are of the correctformat

- No duplicate entries should beallowed

- All links should take the user to the correctpage.

Integration Testing:

Software integration testing is the incremental integration testing of two or more integrated software components on a single platform to produce failures caused by interface defects.

The task of the integration test is to check that components or software applications, e.g. components in a software system or – one step up – software applications at the company level – interact without error.

TestResults:

All the test cases mentioned above passed successfully. No defects encountered.
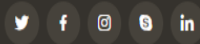
CHAPTER # 7

SCREEN SHOTS

Railway

Train Detail Day Wise Train Schedule Reservation Logout

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Create New

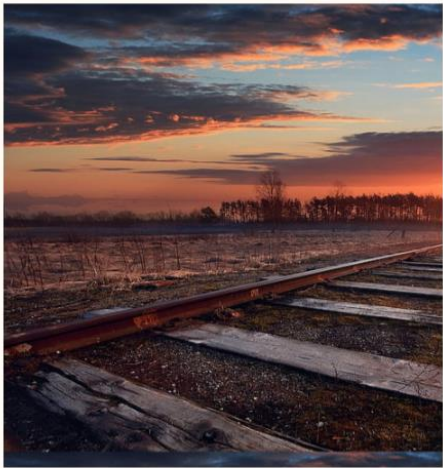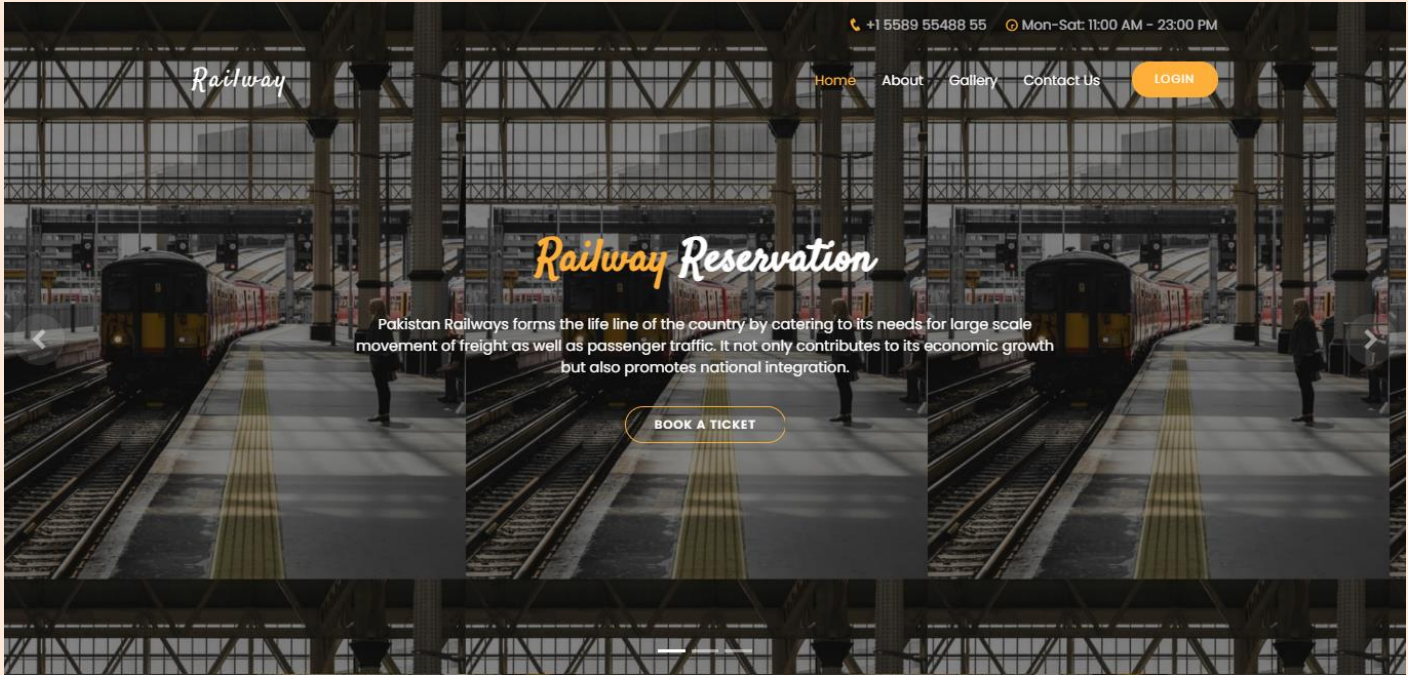| Name	Journey_Date	Start_Station	End_Station	TrainDetail	TrainSchedule	Seats	Bill	Seat_No	PRN	
aaa	26/11/2020 12:00:00 am	Karachi	Lahore	1	1	4	4000.00	64	aaa6426/11/2020 12:00:00 am	Edit Reservation | Cancel
aaa	26/11/2020 12:00:00 am	Karachi	Larkana	1	1	2	2000.00	56	aaa562000	Edit Reservation | Cancel

Railway Reservation

Pakistan Railways provides an important mode of Transportation in the farthest corners of the country and brings them closer for Business, sightseeing, pilgrimage and education.

Founded in 1861 and headquartered in Lahore, it owns 7,791 kilometres (4,841 miles) of track across Pakistan from Torkham to Karachi, offering both freight and passenger services.

Railway

Home   About   Gallery   Contact Us

LOGIN

Railway Reservation

Pakistan Railways forms the life line of the country by catering to its needs for large scale movement of freight as well as passenger traffic. It not only contributes to its economic growth but also promotes national integration.

BOOK A TICKET

ABOUT PAKISTAN RAILWAYS

Pakistan Railways provide an important mode of Transportation in the farthest corners of the country and brings them closer for Business, sight seeing, pilgrimage and education. It has been a great integrating force and forms the life line of the country by catering to its needs for large scale movement of people and freight.

The possibility of Karachi as a sea port was first noticed in the mid of 19th century and Sir Henry Edward Frere who was appointed Commissioner of Sindh after its annexation with Bombay in 1847 sought permission from Lord Dalhousie to begin survey of sea port. He also initiated the survey for Railway line in 1858 .

The 4 sections i.e. Scinde Railways, Indian Flotilla Company, Punjab Railway and Delhi Railways working in a single company were later on amalgamated into Scinde, Punjab & Delhi Railways Company and was purchased by the Secretary of State for India in 1885 and in January, 1886 it was named North Western State Railways which was later on renamed as North Western Railways.

Online Railway Reservation

Et aut eum quis fuga eos sunt ipsa nihil. Labore corporis magni eligendi fuga maxime saepe commodi placeat.

Railway

Train Detail Day Wise Train Schedule Reservation Logout

Delete

Are you sure you want to delete this?
ConfirmSeat

Name
aaa

Journey_Date
26/11/2020 12:00:00 am

Start_Station
Karachi

End_Station
Larkana

TrainDetail
1

TrainSchedule
1

Seats
2

Bill
2000.00

Seat_No
56

PRN
aaa562000

Delete | Back to List

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Railway   Station Master Train Detail Train Schedule Logout

Delete

Are you sure you want to delete this?

TrainDetail

TrainName
Shalimaar Express

Status
Active

RouteId
7C4D

No_of_compartment
40

C1AC
5

C2AC
7

C3AC
10

Sleeper
10

General
8

Delete | Back to List

Railway

Details

TrainDetail

TrainName
Shalimaar Express

Status
Active

RouteId
7C4D

No_of_compartment
40

C1AC
5

C2AC
7

C3AC
10

Sleeper
10

General
8

Edit | Back to List

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Railway

Station Master Train Detail Train Schedule Logout

Train Schedule

Create New

Start_Station	Destination_Station	Arrival_Time	Departure_Time	Distance_Between	TrainName	
Murree	Swat	06:40:00	04:10:00	171 km	Shalimaar Express	Edit | Details | Delete
Karachi	Lahore	02:50:00	10:30:00	1210 km	Orange Line	Edit | Details | Delete

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Designed by Railway Authorities

Railway

Train Detail Day Wise Train Schedule Reservation Logout

Train Schedule

Start_Station	Destination_Station	Arrival_Time	Departure_Time	Distance_Between	TrainName
Murree	Swat	06:40:00	04:10:00	171 km	Shalimaar Express
Karachi	Lahore	02:50:00	10:30:00	1210 km	Orange Line

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Railway

Edit
TrainDetail

TrainName

Shalimaar Express

Status

Active

RouteId

7C4D

No_of_compartment

40

C1AC

5

C2AC

7

C3AC

10

Sleeper

10

General

8

Save

Back to List

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Railway

Train Detail Day Wise Train Schedule Reservation Logout

DayWiseTrain

Enter Data [_____] [Search]

TrainName	Day
Shalimaar Express	Mon-Wed
Orange Line	Tues-Fri
Badar Express	Sat-Sun
Badin Express	Fri-Sat-Mon
Chenab Express	Tues-Wed-Fri

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Railway   Station Master Train Detail Train Schedule Logout

Train Details

Create New

TrainName	Status	RouteId	No_of_compartment	C1AC	C2AC	C3AC	Sleeper	General	Day	
Shalimaar Express	Active	7C4D	40	5	7	10	10	8	Mon-Wed	Edit | Details | Delete
Orange Line	MWF	4U5R	50	7	9	12	12	10	Tues-Fri	Edit | Details | Delete
Badar Express	Active	4C5D	30	10	5	5	5	5	Sat-Sun	Edit | Details | Delete
Badin Express	Active	7D5C	30	5	10	5	5	5	Fri-Sat-Mon	Edit | Details | Delete
Chenab Express	Active	5F1D	30	6	4	6	7	7	Tues-Wed-Fri	Edit | Details | Delete

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Railway

Train Details

TrainName	Status	RouteId	No_of_compartment	C1AC	C2AC	C3AC	Sleeper	General	Day
Shalimaar Express	Active	7C4D	40	5	7	10	10	8	Mon-Wed
Orange Line	MWF	4U5R	50	7	9	12	12	10	Tues-Fri
Badar Express	Active	4C5D	30	10	5	5	5	5	Sat-Sun
Badin Express	Active	7D5C	30	5	10	5	5	5	Fri-Sat-Mon
Chenab Express	Active	5F1D	30	6	4	6	7	7	Tues-Wed-Fri

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— Booking Tickets

Orci ac auctor augue mauris augue neque gravida in hendrerit gravida rutrum.

Full Name:

Seat: Journey Date:

dd/mm/

Start Station: End Station:

Train Detail:

Shalimaar Express   ∨

TICKET TYPE:

Murree   ∨

☐ By booking, you agree to the **Terms of Service**

Reserve

Confirm

Journey_Date	Start_Station	End_Station	Seats	Name	Bill	TrainName	Start_Station	
26/11/2020	Karachi	Larkana	3	aaa	3000.00	Shalimaar Express	Karachi	Confirm
26/11/2020	Larkana	Karachi	2	aaa	4000.00	Orange Line	Karachi	Confirm
26/11/2020	Karachi	Karachi	2	aaa	2000.00	Shalimaar Express	Murree	Confirm
26/11/2020	Karachi	Lahore	2	aaa	2000.00	Shalimaar Express	Murree	Confirm
26/11/2020	Karachi	Karachi	2	aaa	2000.00	Shalimaar Express	Murree	Confirm
26/11/2020	Karachi	Karachi	4	aaa	4000.00	Shalimaar Express	Murree	Confirm
26/11/2020	Karachi	Lahore	4	aaa	4000.00	Shalimaar Express	Murree	Confirm
26/11/2020	Karachi	Larkana	2	aaa	2000.00	Shalimaar Express	Murree	Confirm

Railway Reservation

Pakistan Railways provides an important mode of Transportation in the farthest corners of the country and brings them closer for Business, sightseeing, pilgrimage and education.

Founded in 1861 and headquartered in Lahore, it owns 7,791 kilometres (4,841 miles) of track across Pakistan from Torkham to Karachi, offering both freight and passenger services.

Terms

- User can create its personal account for booking of its own e-tickets and e-tickets for his friends and family.
- No User is allowed to book tickets for commercial purpose.
- Account will be activated after verification of the personal mobile number through SMS and email verification through email link (both are sent on creation of new account).
- If user not gets the SMS or email for verification, it can be resent up to three times.
- On failure of 3 times, provided phone number and email will be blocked permanently for personal account purpose.
- Misuse of personal account / commercial use of personal account reported will be blocked on permanent bases.
- User can change his mobile number and email address before verification, after verification of email and mobile user is not allowed to change mobile number or email address.
- User will provide its real CNIC Number while registering his new account.

General Terms and Conditions for Travelers

- Passengers are responsible for taking care of their belongings. Pakistan Railways will not bear any responsibility in case of loss of luggage.
- The person whom Railways has assigned ticket will only be eligible to travel on that ticket, no one else will be allowed to travel on his/her ticket.
- Half fare will be applied to kids between 3 to 10 years of age.
- Half fare will be applied to old citizens of age 65 and more at the time of booking (in selected trains only).
- It is the sole responsibility of the passenger to provide the correct information while booking a ticket.
- Economy class tickets are reserved from its originating quota station to the ending station of the passenger and fare is also charged in the same way (from available seats origin to passenger ending).
- AC class tickets (except Green line) are reserved from the passengers travelling from station and passengers travelling to station and fare is also calculated in the same way.
- Green line train's fare is Quota based. If you have to travel from Rohri to Karachi and seat available is from Rawalpindi to Karachi, then the fare will be charged from Rawalpindi to Karachi instead of Rohri to Karachi.
- Condition No. 8 of the Green line trains null and voids in 24 hours and it works on same way mentioned in Condition No. 7.
- If during the journey AC of the train fails then the difference of AC and Economy class will be calculated and refunded to the passenger if guard certificate (CM-109) is issued to the passenger.

Cancellation

- No refund will be granted on cancellation of confirmed Tatkal tickets.
- . For contingent cancellation and waitlisted Tatkal ticket cancellations, charges will be deducted as per existing Railway rules.
- Partial cancellation of Tatkal e-tickets is allowed .
- If the train is marked as "CANCELLED" in PRS due to breaches, floods, accidents etc. full refund is permissible in case the ticket is cancelled within three days of the scheduled departure of the train.
- . In case of e-tickets, such cancellations can be done by the customer through Internet.

Refund

- In suppression to this office letter of even number dated: 25-11-2020 and part modification of rule 2.18 for PR Coaching Traffic No.4. The deduction rate on refund on tickets is revised as under:-
- 90% refund is allowed upto 48 hours before departure of train.
- 80% refund is allowed between 24 to 48 hours before departure of train.
- 70% refund is allowed within 24 hours before departure of train.
- Upto 50% refund in case the tickets are refund with in three hours after departure of train will take effect from 25-08-2011.

Online Refund Policy

- Refund of tickets purchased online will be provided only through the Service Provider who received the payment at the time of booking and via the same payment method which was used while paying for ticket.
- Passenger must have to show his/her original CNIC at the time of refund
- Passenger has to show the cancellation message/text received from Pakistan Railways to the Service Provider at the time of getting refund.
- 10% of the paid amount will be deducted on cancellation before 48 hours of the departure of the train from its originating station or from the origin of quota of the seat reserved.
- 20% of the paid amount will be deducted on cancellation between 48 to 24 hours before of the train from its originating station or from the origin of quota of the seat reserved.
- 30% of the paid amount will be deducted on cancellation within 24 hours of the departure of the train from its originating station or from the origin of quota of the seat reserved.
- There will be no cancellation when departure time of the train is less than 2 hours or Guard Chart has been produced* (E-Ticket Only).
- There will be no refund if user fails to produce cancellation message from Pakistan Railways.
- If train is cancelled or is late more than 6 hours then there will be no deductions, but in this case, passenger has to write an application and have to take the sign of station master to conform the scenario. (Send your application to CCM Office for this purpose).
- If a reserved seat is unavailable due to any reason then that passenger will be adjusted according to the availability of seats in train.
- If the reserved coach is not available in train due to coach damages or accidents, then full refund will be given to the passengers, however passenger will get certificate from the station master for coach non-availability for his journey and will send written request for refund to CCM office.
- After approval from the CCM office, passenger will get the refund via same payment method which was used for booking.
- After departure refund is not possible for e-ticket passengers due to technical limitations (will be available after improvement in system).

CHAPTER # 8

TASK SHEET

TASK SHEET

S#	Task	Team Member Name	Status
1.	Analysis	Aleena Minhaj Muhammad Azlan Aamish Uddin	✔
2.	Design	Aleena Minhaj Muhammad Azlan Aamish Uddin	✔
3.	Development	Aleena Minhaj Muhammad Azlan Aamish Uddin	✔
4.	Documentation	Aleena Minhaj Muhammad Azlan Aamish Uddin	✔
5.	**Finalization**	**Aleena Minhaj** **Muhammad Azlan** **Aamish Uddin**	✔

CHAPTER # 9

SUBMISSION CHECKLIST

SUBMISSION CHECKLIST

S.No	List Of Items	Remarks	Comments
1	Do All Pages Linked together	Yes	✓
2	Authorization	Yes	✓
3	Crud Operations	Yes	✓
4	Database Connection	Yes	✓
5	Feedback Form Included	Yes	✓
6	Project Zip File	Yes	✓

CHAPTER # 10

Conclusion

The main aim of our paper is to develop an application which satisfies all user requirements. The application is developed in perspective of user convenience and the friendly user interface of application which helps users without any complicated searching process and other software requirements are data security and maintainability as anyone can access with their own login so the data will be secured and the maintainance of the software will be done by the developers who will be maintain the app and so in this application with booking of ticket it also includes cancellation of ticket, pnr status of ticket, live status of train and live station info all these features will be included in this application and the additional feature which is being added to the application is the shortest time is calculated for all trains between two stations and it will suggest the train which will travel in shortest time to our destination and therefore these features will help users and the user interface is also simplified such that anyone can easily use it.