

Features Identification of Smart Ticketing and Seat Reservation System for Sri Lankan Railway

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Abstract. This system is formulated to overcome the significant flaws in the present scenario and the consequences of traveller ticket buying and seat reservations, which frequently lead to mistakes and a lot of issues. In Sri Lanka, the Railway system mostly uses traditional methods, and in ticketing and seat reservation process are also the same. In the present world, traditional systems are converting to computerized systems for achieving convenient and efficient methods. But Sri Lankan Train passengers regularly should solve different kinds of issues for use trains for their transportation. Therefore, people focus to use their private vehicles for transportation. It mainly affects to increase road traffic. Not only that, but this also indirectly affects increased global warming, spreads respiratory diseases. By encouraging people to public transport is a better way to solve the above-mentioned troubles. But public transport should develop in a proper way for making the comfortable journey for each passenger. This is one of the purposes of this research. In the existing ticketing and seat reservation system of the Sri Lankan railway, it happens on a manual method. Therefore, passengers faced lot of issues such as waiting in long queues, no proper way to make a seat reservation by self, passengers should wait a long time for making a reservation and so other issues. These are the main issues of the existing system and there are ore issues under these issues. This research identifies those issues by using two methods. Firstly, use observations to detect issues by visiting some train stations. The second method is an online survey. The survey was got around fifty responses from real train passengers. Passengers have been attached to survey different kind of issues that they have faced. After detecting the issues, research move to the analysis part for identify the system features for reduces passengers' issues.

Keywords: *Ticketing, Railway, online surveys.*