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Web Based Mobile Ticket Reservation System for Public Transport in Sri Lanka Railway

By:

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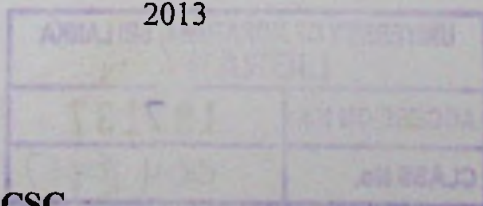


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Dissertation submitted to the Faculty of Information technology, University of Moratuwa, Sri Lanka for the partial fulfilment of the requirements of the Degree of MSc in Information Technology.

2013



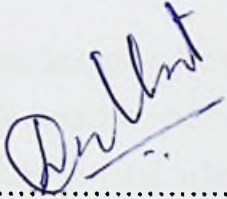
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DECLARATION

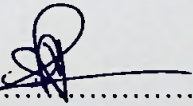
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ACKNOWLEDGEMENTS

I would like to take this opportunity to thank all those who contributed to the success of this project and it gives me a great pleasure to convey my sincere gratitude to all.

To Dr. Prasad Wimalaratne, my project supervisor, who guided and supported me through the entire duration of the project and keeping me on the right track. He has provided me with valuable guidance and a clear and succinct insight. My heartiest gratitude to Dr. Prasad Wimalaratne.

I would like to express my special gratitude and thanks to my friends Roshan and Buddika for the great support given throughout the period of my project.

I also acknowledge with a deep sense of reverence, my gratitude towards my parents, wife and member of my family, who always encouraged and motivated me in numerous ways to bring my project a success.

Finally, I would like to thank IT Faculty and all my colleagues who helped me to carry out this study and make it a success.

ABSTRACT

The emerging technology in mobile devices presents new business potential to Internet enterprises. The solutions of mobility services made it easier to obtain many things at anytime and anywhere, with this new services and technologies the time has come to open an another marketing channel to express product and services to the consumers. Based on the infrastructure of the existing e-commerce applications, these enterprises can extend their services to the vast population of mobile users by redesigning some of their business process. Taking the E-Ticket system as an example, this paper examines the requirements of m-commerce applications, and explores the benefits that mobility contributes by investigating how the electronic ticketing service can be extended to the mobile users.

Very often, every journey starts with the purchase of a ticket at ticket counter. This often involves waiting in a queue, losing some precious time and extends the whole journey. The project talks about the design and development an e-ticket reservation system for Sri Lanka railway. It would be convenient to have an electronic system at our disposal, that could make this task as easier as possible and without additional steps for the passenger.

The main objective of the project online ticket booking system is to book tickets online. It provides an alternate and convenient method for a customer to purchase tickets. The system is automatic in nature. Once the data is fed into the database, the staff need not do anything and the entire order is processed by the system. This project also offers the option to refund to the customers. The proposed system allows the customers to book tickets from anywhere. The number of staff members is also minimized at the ticket counter. There are provisions in the site for a user to become a registered member. Through a simple operation the customer can select the seat and make the payment. The customer can also cancel the ticket.

Results show that both, usability and intention to use the mobile services are potentially high. Our findings suggest that usefulness and benefits of the mobile ticketing service are perceived.

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ABBREVIATIONS

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ABBREVIATIONS

SLR	Sri Lanka Railways
TRCSL	Telecommunications Regulatory Commission of Sri Lanka
SMS	Short Message Service
MMS	Multimedia Messaging Service
GSM	Global System for Mobile communication
QR	Quick Response

