Involvement of Passengers in Uptaking of Railway Station

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Abstract: In this paper an application is built which performs several tasks and controls feedback activities of people travelling in trains. With economic development and social progress, people’s material and standard of living continues to improve. The number of people travelling through trains has increased. People seek for more comfort and safety. Passenger comfort and quality of services of Railways is an important question and it is difficult to track and monitor the services in long distance trains and trains which are generally overloaded. The objective of this project is to design such a system that will study passenger behaviour and feedback. The aim is to make the system transparent. It would improve the condition of railway station by taking the feedback about the respective railway station and the services provided by the railway station. It also gives information about the quality of food or other shops that are present at the railway station to the user. Compared to traditional system, this system is fast, informative and greatly facilitates the travelling service of people at railways station and promotes further development of Railways across the country.

Keywords: railways, platform, rating, passengers, station.

I. INTRODUCTION

Passenger comfort and quality of Railways is an important question and it is difficult to track and monitor the services in long distance trains and trains which are generally overloaded. The objective of this project is to design such a system that will study passenger behaviour and feedback. The aim is to make the system transparent. This project would improve the condition of railway station and the service that are provided on the railway station. It also gives the information about the quality of food or other shops that are present at the railway station to the user. There are major drawbacks in the existing system that we need to overcome and the proposed system overcome these drawbacks and also have many additional features.

The project focuses on the development of a system that rates a platform of a railway station using the feedback supplied by the user based on their experiences of the particular station. This ultimately helps in improving the overall services and the experience of a user. It shows what the actual needs of the platform are or what are the changes that can be adapted to improve the quality of services.

II. RELATED WORK

A number of schemes introduced and developed to improve the comfort and quality of services of passengers provided at the railway stations.

Some of these schemes have been initiated by the government and some by private agencies.

A. Adarsh Station Scheme(2009)

This scheme mainly aims to upgrade the suburban stations of India to Adarsh stations. The stations will be upgraded with all facilities. The ticket counter, toilets, over – bridges, porters will all be redecorated under this scheme. The redecoration process will be monitored by the Indian Government and Indian Railways. This Scheme has been carried through in phases and 1st phases started in 2009 and the last phase is expected to conclude in 2017 – 18 when all of the stations mentioned in the list will be upgraded.

B. Redevelopment Project(2017)

The first railway station revamped under this project was Habibganj in Bhopal, Madhya Pradesh. The project involves modernizing and upgrading passenger amenities, Congestion free non-conflicting entry and exit to the station premises. Iconic structures with state-of-the-art facilities


A mobile app as well as an online portal has been launched by Indian Railway Minister Suresh Prabhu to allow passengers to register their complaints and suggestions. People can file a complaint via Android App, Online Portal and SMS. The portal has different categories like hygiene issue, booking issue, improper behavior, thefts and bedroll issue against which passengers can register a complaint or a suggestion. Once the complaint is filed, a unique code will be given to the complainant to further check the status of the complaint. The complainant will also receive email or SMS on the registered mobile number about the action taken on the issue.

D. SMS based Passenger Complaint & Suggestion System (SPCSS) (2018)

Indian Railways have introduced a System where one can complain from a running train. The SMS about complaint will be acknowledged and attended. Give the Train No., Bogie No., and precise nature of complaint like no water in toilets, no lights, fans not working, security problem or whatever through SMS. To reduce the gap between the customers’ expectations and railway’s performance.
III. PROBLEMS OF CURRENT SYSTEM

Every organization, whether big or small, has challenges to overcome in managing the entire system. In the existing system, lacks in the field of facilitating its customers to give valuable feedback and rate their experience and also there is no decided basic criteria on the basis of which we can compare multiple stations and rate them. There are several promises and money being spent on improving the services and amenities for passengers. For this, a system is required that will analyses the areas where improvement is required.

A. Manual System

Complaints are being recorded in a complaint book so it is difficult to maintain such large registers and this might lead to loss of data in manual systems.

B. Difficult Process

If a passenger wants to register a complaint, the person has to approach the station master who maintains the complaint book.

C. Slow

Manual system is slow as first complaint is registered. Then all complaints are processed by the station master at once. Sometimes it delays old registered ones and passengers have to suffer.

D. Less Efficient and Human Effort

Manual systems are less efficient as they require time and extra effort. A station master should be available almost every time to register the complaints which require human effort.

E. Lack of Experience and Feedback

Not only the complaints that passengers registers, user experience and their valuable feedback is also important for the better upkeep of the stations. There is no such system that takes feedbacks from the user and work on it.

IV. PROPOSED MODEL

C. Features of Proposed System

Following are the features of the proposed system:-

- **Computerized System**
  
  Full-fledged computer software so that the valuable feedback of passengers can be taken.

- **Enhanced Services**
  
  Passengers can view and rate the conditions of different platforms and also share their experience.

- **Better Management**
  
  This will help the Railway Management System to determine what modifications they need to make in their existing system to improve performance and efficiency.

- **Business Process Automation**

  Various processes will be computerized and it will lead to digitalization and enhanced quality of service.

D. Detailed Life Cycle of Project

![Fig1: Life Cycle of project](image)

E. Working of Proposed System

The working of the proposed system with the help of snapshots of various modules.

1. Landing Page

![Fig2: Landing Page](image)

Station wise average rating can be viewed on this page. One can switch between lists of available railway stations.

2. Home Page

![Fig3: Home Page](image)
Home Page mentions all the blogs in an indexed manner for a proper and modeled view for all the users.

3. Sign Up Page

Fig4: Sign Up Page

New user has a facility of registering themselves for rating and accessing user rights. One can also become admin by entering an admin code.

4. View More Page

Fig5: View More Page

This page explains the various details of the station such as reviews, rating, comments as well as pictures of the particular railway station.

5. Sign In Page

Fig6: Sign In Page

For logging into the website and to modify or add blog

6. Create New Blog

Fig7: Create New Blog

After signing in, using this page, the user can create a new blog.

7. Comments Page

Fig8: Comment Page

For posting a comment on a particular blog this page can be used for doing so.

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VI. CONCLUSION AND FUTURE WORK

- The purpose of the project entitled as “INVOLVING PASSENGERS IN UPKEEP OF RAILWAY STATIONS” is to design such a system that will study passenger behavior and feedback.
The main function is to provide a platform that gives users a login id and password. They can log in and view different station details. They can create their own blog and upload pictures and give comments about stations. There is also a provision to rate the different platforms.

Various processes will be computerized and it will lead to digitalization and enhanced quality of service.

Thus, this project would improve the condition of railway station by taking the feedback about the respective railway station and the services that are provided on the railway station.

This project can be extended to provide dynamic rating system that will rate the stations dynamically. Also we can provide a module of live video streaming of different stations.

REFERENCES


