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Improving Baggage Tracking, Security and Customer Services

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ABSTRACT

The project titled as "Baggage Tracking" is developed to solve problems faced by the passengers while traveling i.e. to immediately report about any mis-happen to the Government Railway Police at Railway Stations to get an instant remedy or solution to get over to the worst situation and to solve the problem as quick as possible with ease.

So, this project is made by keeping these points in the center; i.e. to ease the system of reporting the problems instantly for the people who suffer by using a user-friendly GUI, to make it easy for the concerned authority to provide the optimistic solution quickly to the concerned user.

Keywords: *Baggage Handling/Tracking, Airline Industry, Customer-Service.*

1. INTRODUCTION

As no one can have control over the situations, so anyone could face problem anytime, but it gets worst when there is no possible solution they could find immediately to deal with the situation to minimize its bad consequences. The situations may arise at the time of traveling like-people may lose their valuable belongings, a serious injury can happen, kidnapping or any other worst situation may happen. So, for reporting of such incidents, it would not be appropriate to wait until for the next station's office and went physically to report about the problem as it can be too late to handle that situation at that point of time.

Transport safety and security are different issues because safety is associated with risk while security is associated with uncertainty or they focus on very different types of risks. "Safety risks" originate from unintended failures, errors or misfortunes whereas "security risks" originate from deliberate or malicious attempts to disrupt, disable or destroy. The term "security" is the prevention of unlawful interference with passengers and transport infrastructure and must give users confidence in the use of transport, while term "safety" refers to the methods and measures to protect people from the risks directly related to and arising from transport. Security – a sense of personal protection experienced by customers, derived from the actual measures implemented and from the activity designed to ensure that customers are aware of those measures. Safety measures reflect the likelihood that one will be involved in an accident, but security measures become a victim of a crime.

Security research for the transport sector should help owners and operators of passenger transport terminal to analyze and assess the risks for their particular objects.

2. STATE OF ART

Transport safety and security are different issues because safety is associated with risk while security is associated with uncertainty or they focus on very different types of risks. "Safety risks" originate from unintended failures, errors or misfortunes whereas "security risks" originate from deliberate or malicious attempts to disrupt, disable or destroy. The term "security" is the prevention of unlawful interference with passengers and transport infrastructure and must give users confidence in the use of transport, while term "safety" refers to the methods and measures to protect people from the risks directly related to and arising from transport. Security – a sense of personal protection experienced by customers, derived from the actual measures implemented and from the activity designed to ensure that customers are aware of those measures. Safety measures reflect the likelihood that one will be involved in an accident, but security measures become a victim of a lost luggage.

There are many flaws that are found in the present security system for passengers. On researching about the scenario, some of the main problems that are found in the present system are:

- There is no application that immediately reports any mishappening to the traveling passengers. They have to wait for the next station to report the problem they faced.
- The system is partially manual which is time-consuming.

- The system is less secure due to the lack of registration facility to the complainer.

3. PROPOSED SYSTEM

The department of Indian airways authority is an independent statutory body which has created to maintain an effective and efficient service for the passengers on the train. Their primary task includes solving the problems of passengers in serving to the needs of passengers in an efficient manner.
There are two major advantages of the proposed system:

- Immediate tracking of the luggage
- Provide an efficient interface

In the fast-moving world if people lack something is the time all are busy in their world. It will be welcomed if services are provided at their will. With these above-mentioned qualities and features, this application can simplify the working procedure of present manual system as well as it will lessen the working load.

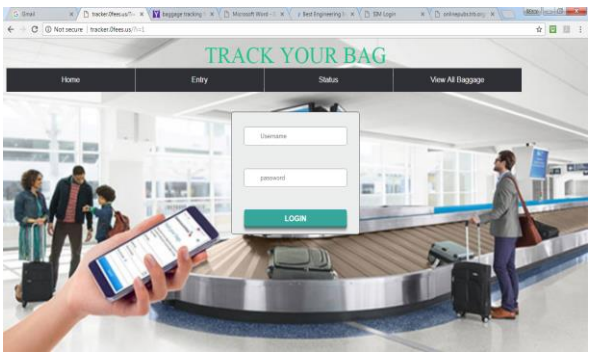
So, the main objective of the application is to provide convenience to the passenger in case of any mishappening. The software provides a framework within which a user can easily work with so it is user-friendly and error free.

There are two modules in this project:

Admin Module (Administrator): Admin module is owned by the administrator who has all the rights over the system. He has all the details of people who have signed in and logged a complaint in past.

User Module (Passenger): User module is for the people who want to use the system for logging a complaint against any mishappening at the time of traveling. Users, new to the system make an account by filling the necessary details including username and password so that the account remains secured to the administrator and user details are stored in the database so that if next time they want to use the system they just have to log in with the same username and password which also assures the security. User module has very user-friendly GUI so that any common person can able to use it. So, by this, work will reduce to half by reducing the time delay and inconvenience to the passengers while traveling.

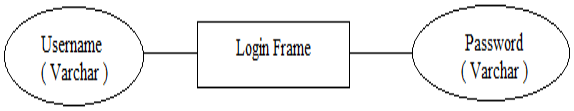
User module is also facilitated with several functions like -If the user just wants to see the queries of another people and suggestions about the queries or want to give their suggestion about any query asked, can give it easily by simply clicking the buttons provided. To understand the working of the system or if any problem occurs, the user can resolve it by taking the help from the text provided by clicking the 'Contact Us' button.



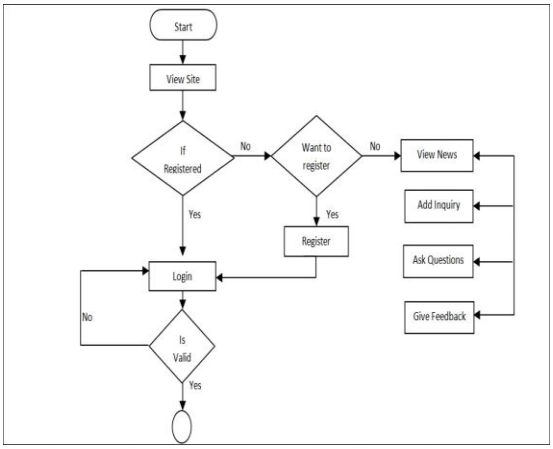
4. CONTROL FLOW DIAGRAM

Software design provides an idea about the control flow diagram, database design, data flow diagrams and unified modeling language. DFD stands for Data Flow Diagram. It is also known as bubble chart and is a hierarchical graphical model of a system that shows the different processing activities or functions that the system performs and the data interchange among these functions.

A DFD shows what kind of information will be input to and output from the system, how the data will advance through the system, and where the data will be stored.



ER Diagram of Login Frame



Flow Diagram of User

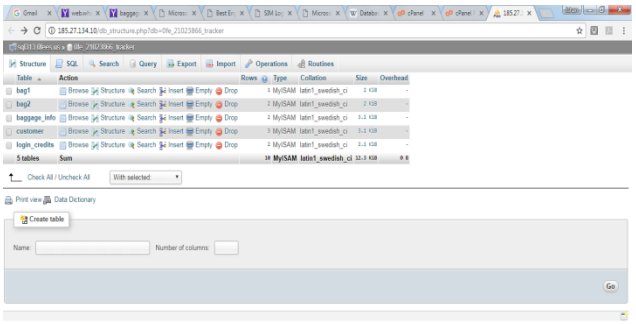
5. DATABASE VIEW OF PROPOSED SYSTEM

Producing the conceptual data model sometimes involves input from business processes or the analysis of workflow in the organization. This can help to establish what information is needed in the database, and what can be left out. For example, it can help when deciding whether the database needs to hold historic data as well as current data.

Having produced a conceptual data model that users are happy with, the next stage is to translate this into a schema that implements the relevant data structures within the database. This process is often called logical database design, and the output is a logical data model expressed in the form of a schema. Whereas the conceptual data model is (in theory at least) independent of the choice of database technology, the logical data model will be expressed in terms of a particular database model supported by the chosen DBMS. (The terms data model and database model are often used interchangeably, but in this article, we use data model for the design of a specific database, and database model for the modeling notation used to express that design.)

The most popular database model for general-purpose databases is the relational model, or more precisely, the

relational model as represented by the SQL language. The process of creating a logical database design using this model uses a methodical approach known as normalization. The goal of normalization is to ensure that each elementary "fact" is only recorded in one place, so that insertions, updates, and deletions automatically maintain consistency.



Database View

6. CONCLUSION

All the programs are worked with accuracy and successfully produce the desired result. This project is an enhancement to the existing system and improvement in technology, in which most of the work is done manually and which also leads to the errors sometimes and wastage of time as well. By this project.The administrator will be able to see the all the necessary details of the passengers using this system in case of a whole backup record of the needed in future. This system also provides login on both the user as well as on admin side which ensures the authenticity of same which means no unauthorized access or misuse of the rights can be possible.So, this eases the work of administrator/authorities as well as of users and contributes an important role to the development of the system (by sending mail over the internet) and technology (by automating most of the work).

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