



OGA – Passenger Onboarding, Railway Season Tickets Requesting and Purchasing User Guide

(Mobile Application and Web)

Using Pravesha.lk Web Site

1. Access

- To access the Pravesha web portal, please browse www.pravesha.lk from your web browser. Then you will be directed to the home page of the pravesha.lk web site.

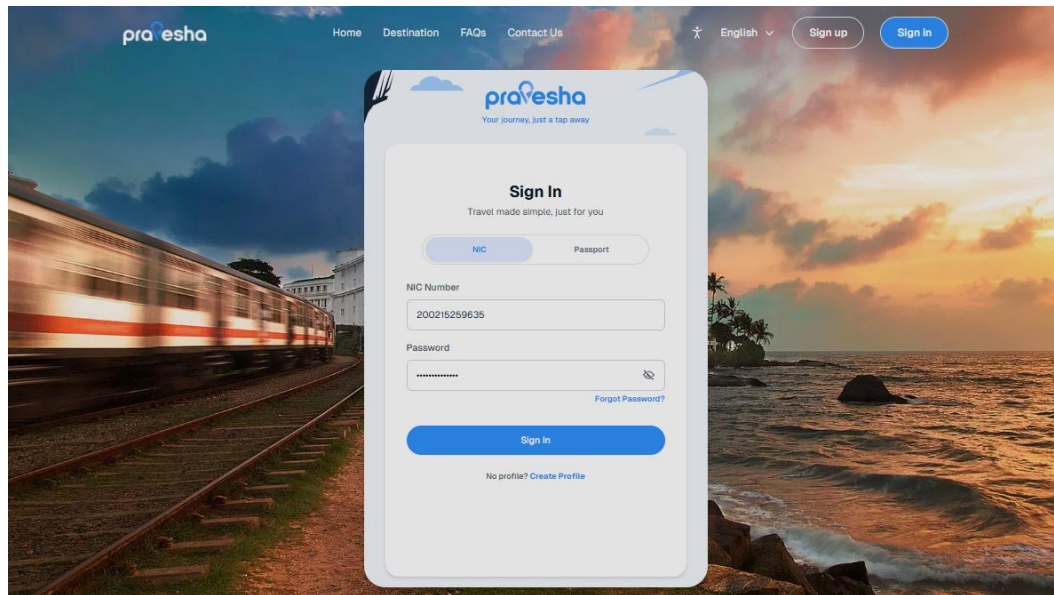


Figure 1 access

2. Sign Up

2.1. Sign in

- Click on Sign In and press Create Profile link as shown in the image. Or directly go to Sign Up on the top right-hand side of the web page to register in the system.

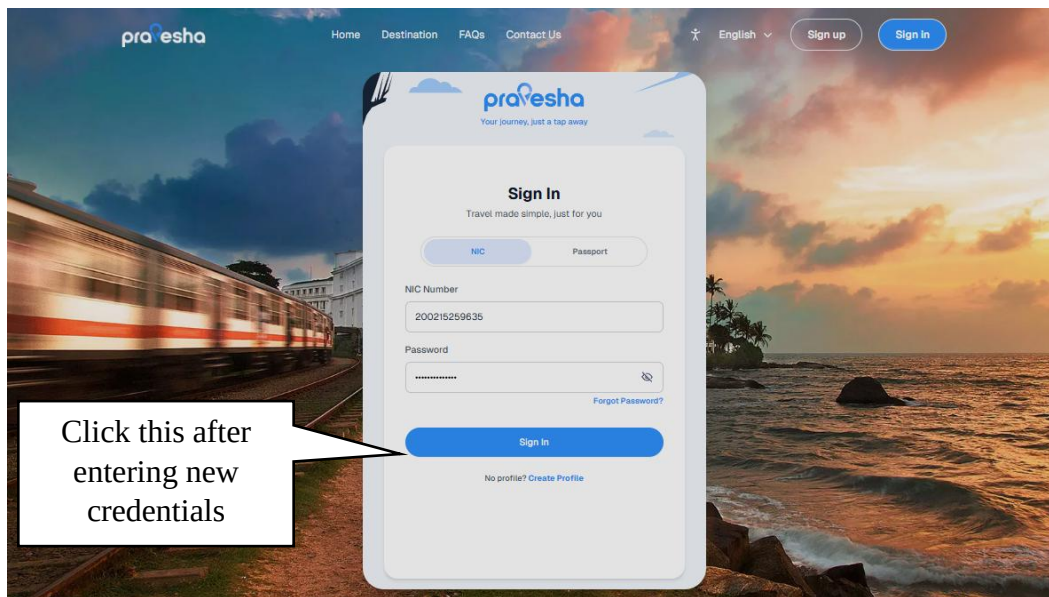


Figure 2 Sign up

2.2. Enter Information

- Add the identification information in the form appearing and then press Next to enter general information.

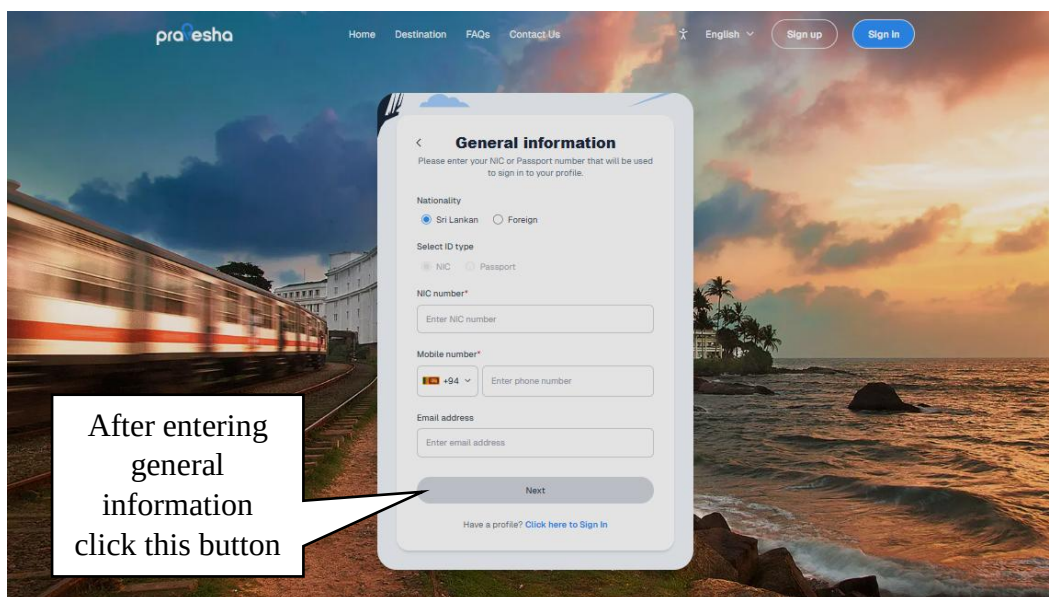


Figure 3 Enter Information

2.3. Verify Mobile Number

- Once you press next, you will receive a OTP code to your phone (as well as to the email account if you have entered). Check the messages and enter the received OTP here.

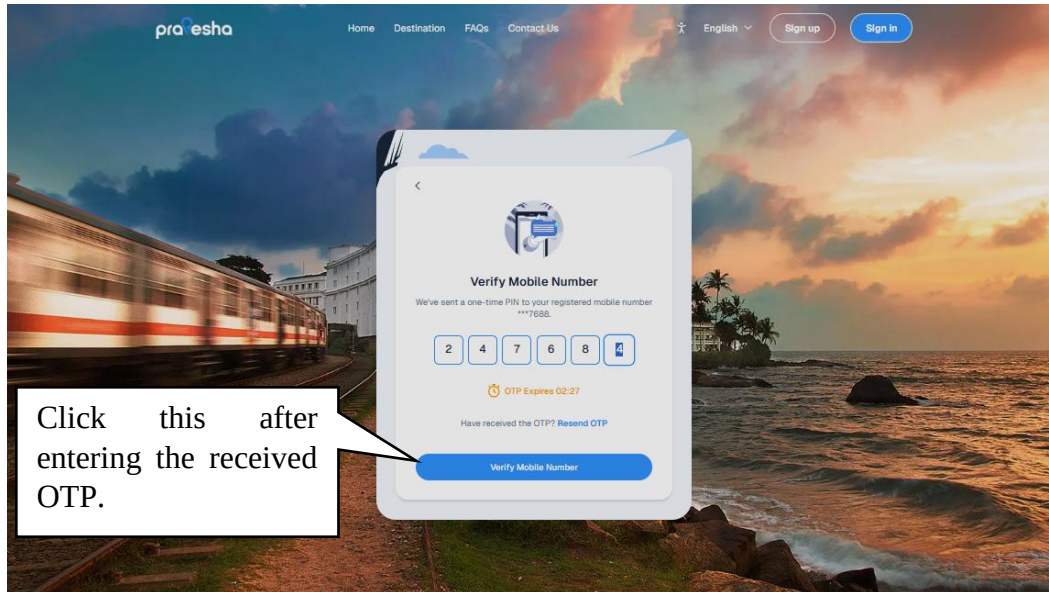


Figure 4 Verify Mobile number

2.4. Verify Email

- If you have entered an email address, check the email inbox and enter the received OTP in here.

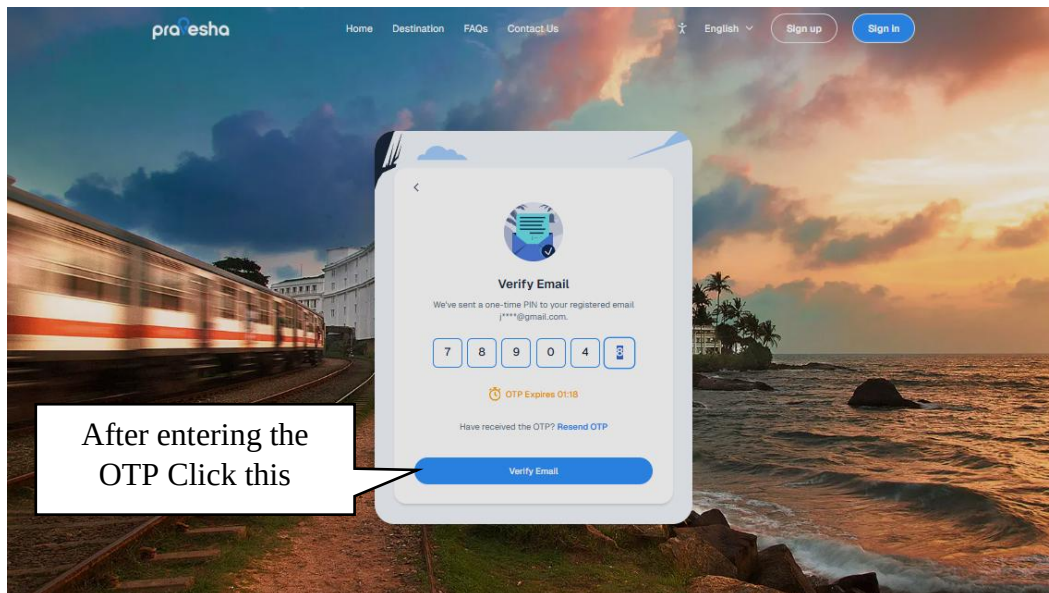


Figure 5 Resend OTP

2.5. Terms and Conditions

- After entering the OTPs this screen will appear. Read the terms and conditions and press Accept to move forward in creating the Passenger Profile.

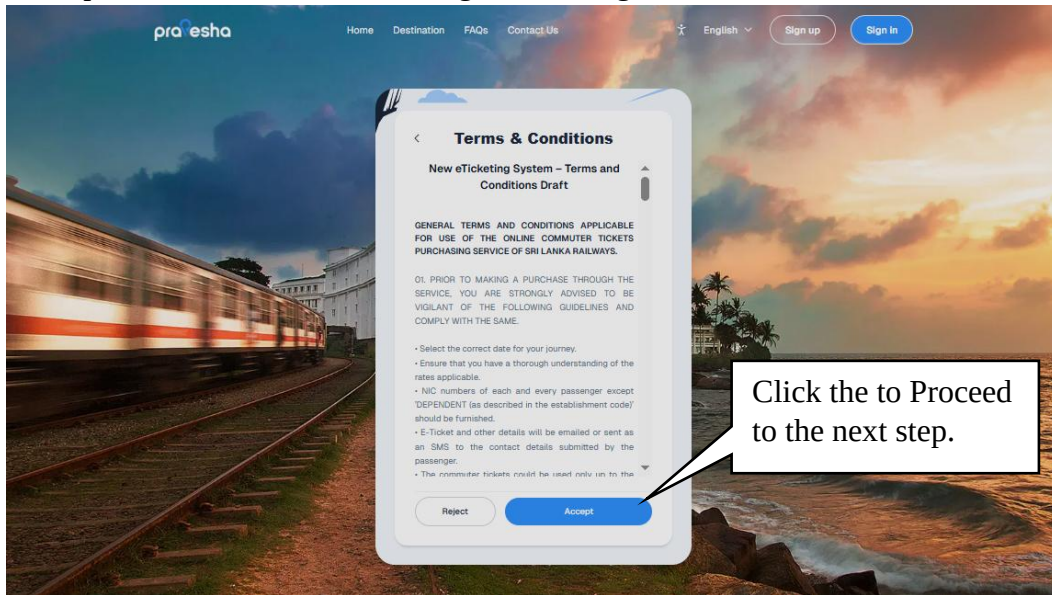


Figure 6 Terms and Conditions

2.6. Create Credentials

- After accepting the Terms and Conditions, you are directed to create User Credentials for your account. Apply a suitable Password and Re-enter Password screen will appear. Follow the instructions displayed below the password field to create a strong password. The acceptable password must include Capital Letters, Numbers and Wild Card Characters (@#\$\$%).

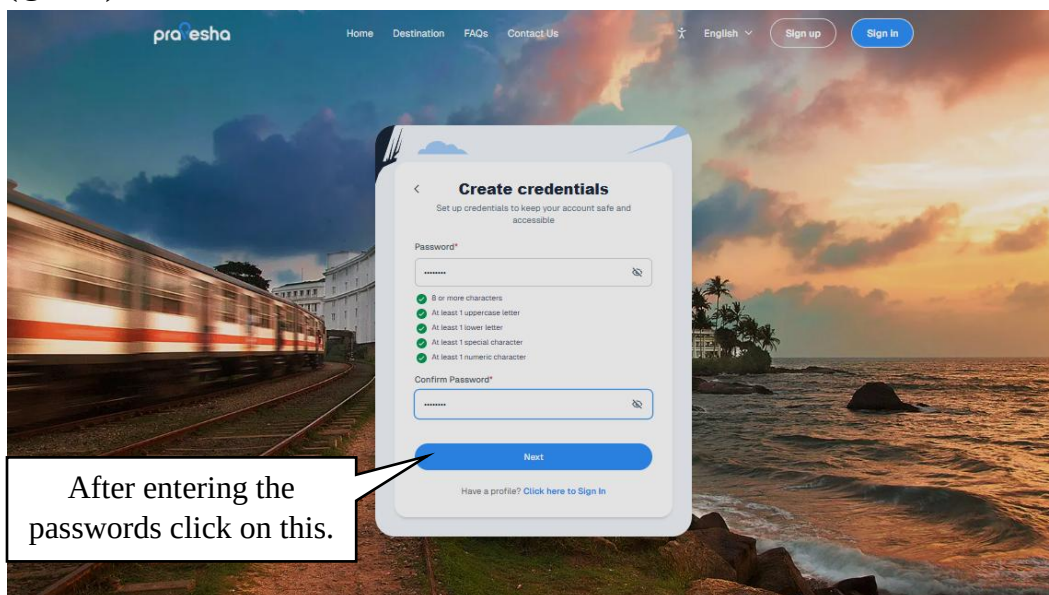


Figure 7 Create Credentials

2.7. Add Personal Details

- After entering the passwords and press Next, the Add Personal Details screen will appear. Enter the required information in the corresponding fields. Mandatory fields are shown with * mark.

The screenshot shows the 'Add Personal Details' form on the pra esha website. The form is overlaid on a background image of a train and a sunset over the ocean. The form fields include: Title (Mr, Mrs, Miss, Ms), First Name, Last Name, Designation, Date of Birth (08-Sept-2001), Gender (Male, Female), and Enter address line 1. The 'Done' button is at the bottom.

Figure 8 Add Personal Details

The screenshot shows the 'Add another personal detail' form on the pra esha website. The form is overlaid on a background image of a train and a sunset over the ocean. The form fields include: Date of Birth (08-Sept-2001), Gender (Male, Female), Enter address line 1, Enter address line 2, Select Province, Select City, and Postal Code. The 'Done' button is at the bottom.

Figure 9 Add another personal detail

2.8. Dashboard

- After adding all the personal details, the system will return to the Passenger Dashboard. Here, the user must upload a profile photo and a proof document (NIC or Passport).

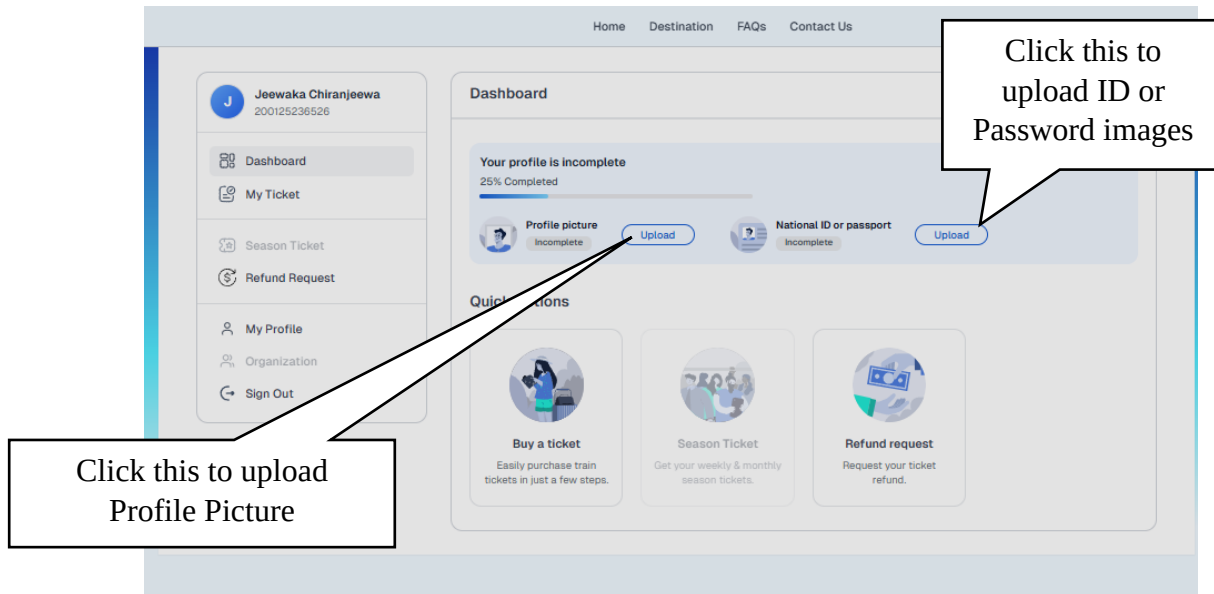


Figure 10 dashboard

2.9. Profile Image Upload

- When click on the Upload button in the Profile picture section below Profile image upload popup will appear.

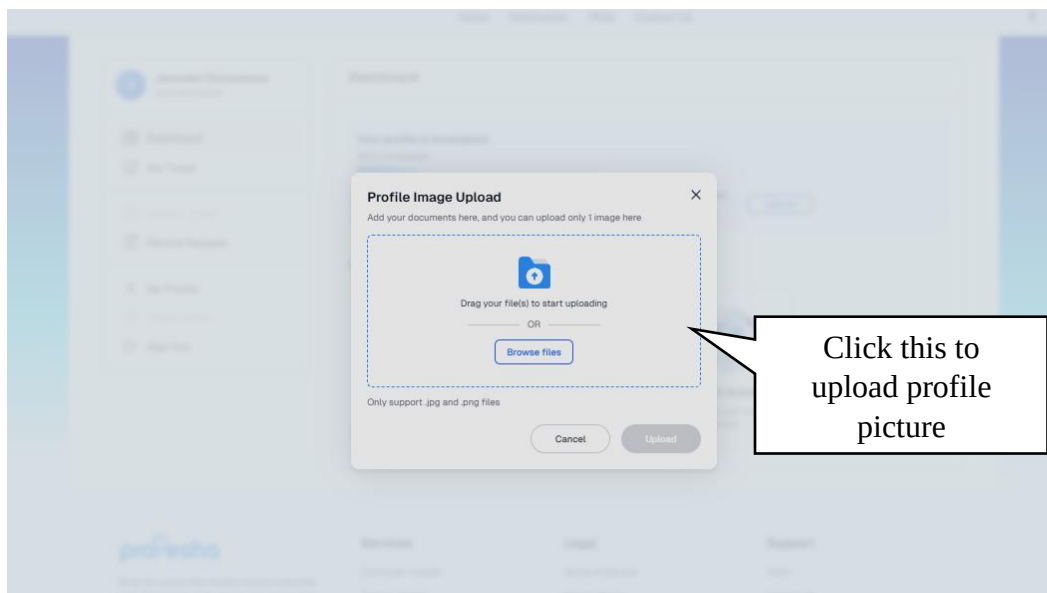


Figure 11 profile image upload

2.10. Verification Document Upload

- When clicking on the Upload button in the National ID and Passport section, below Verification Document Upload popup will appear.

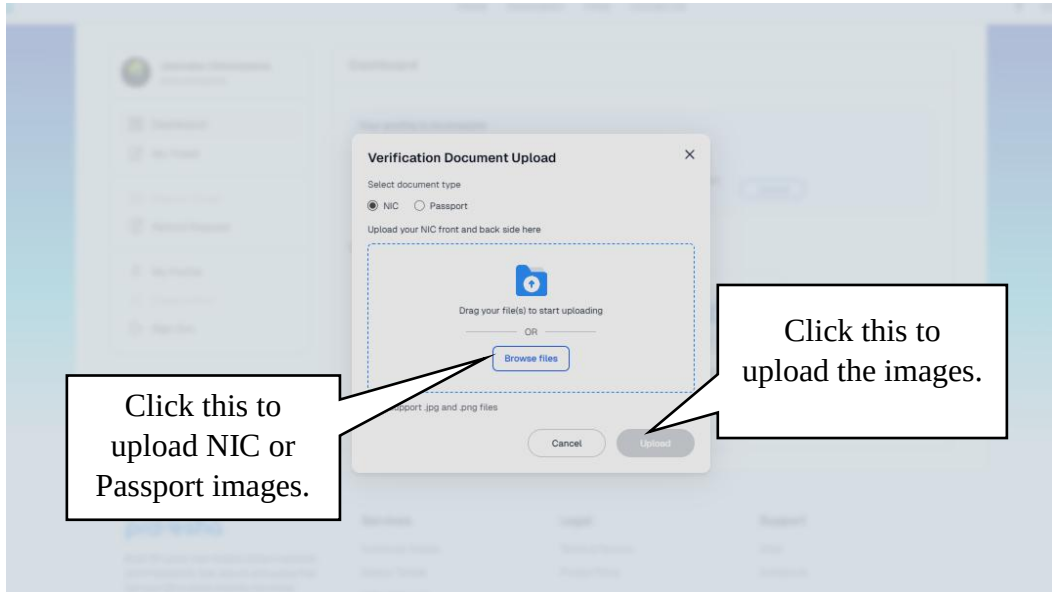


Figure 12 browse files

3. Sign in

3.1. Sign in Screen

- Go to the [link](#) using your web browser.
- Then, type in the username and password and click on Sign In button. Your User Name is your NIC Number/ Passport Number.

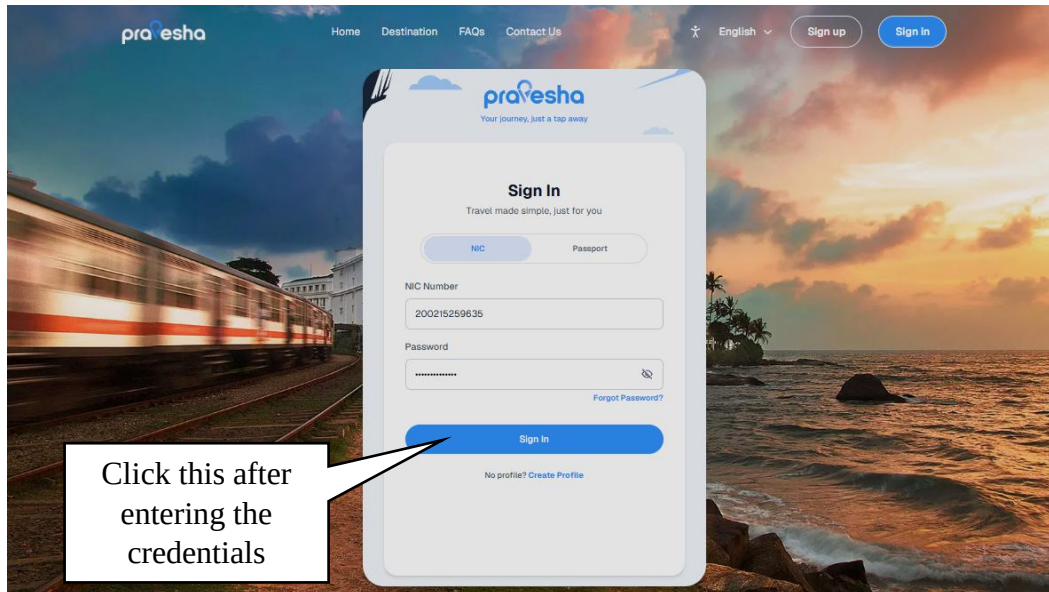


Figure 13: Sign In Page

3. Join Organization

- To get a Government Concessionary Season, you need to register with the relevant government organization you work with.

3.1. Select Join Organization

- After logging in successfully you can view this dashboard.

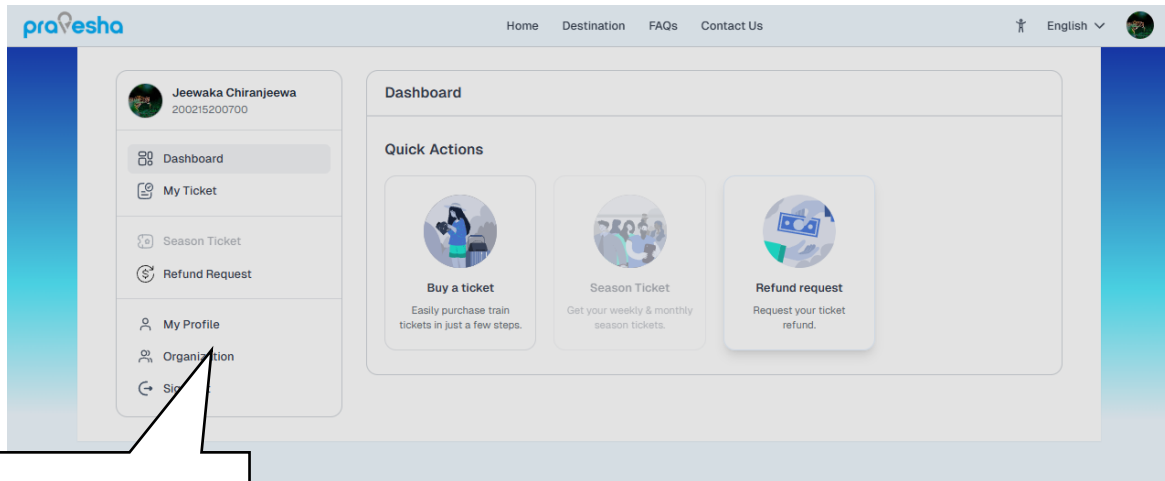


Figure 14 Dashboard

1.11. Add Organization

- To add an organization to the profile, click on Organization tab in the dashboard.

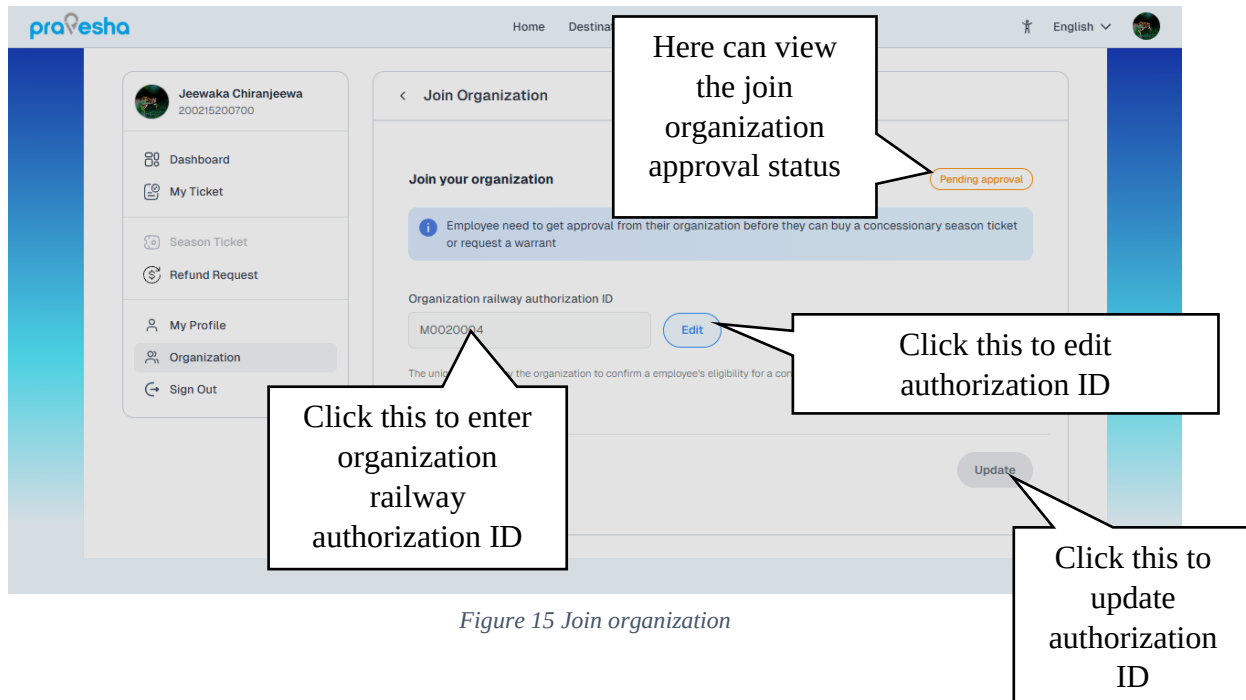


Figure 15 Join organization

Important:

- You must know the Organization Authorization ID to enter in the system. This you can get from the relevant subject officer / executive officer of the organization who manages the Government Concessionary Season Tickets.
- Once you send the registration request through the system, the organization user must approve your registration. Then only you can purchase season tickets.
- When you transfer to a different organization you have to update your Organization Authentication ID and get it approved from your new organization.

4. Concessionary Season Tickets

4.1. Select season ticket

- When the user clicks on the Season Ticket tab in the dashboard, this screen appears.
- This Concessionary ticket allows eligible passengers to get discounted tickets. To proceed this option, click on proceed.

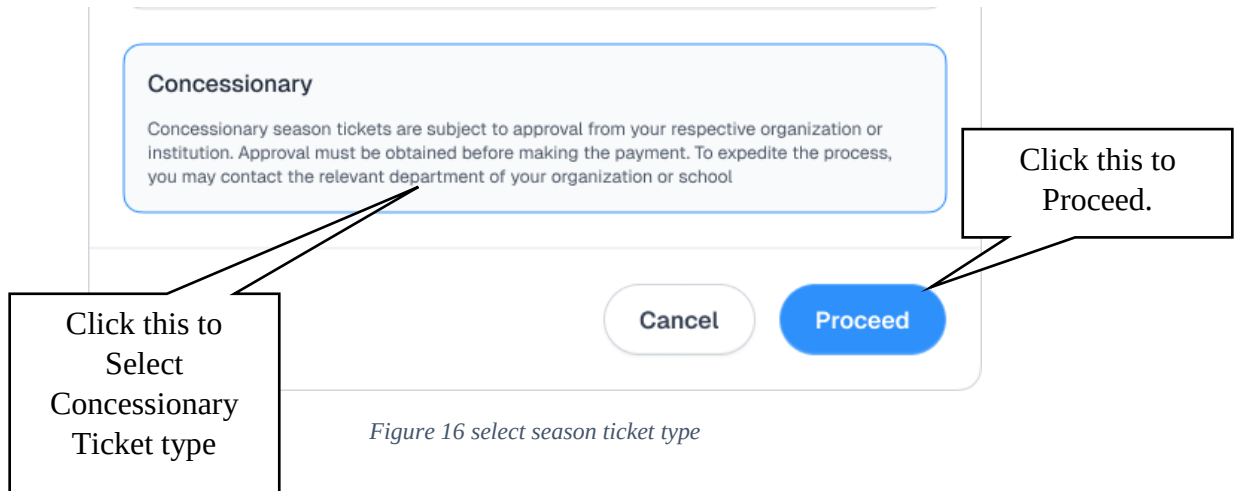


Figure 16 select season ticket type

4.2. Enter details for concessionary season

- Select the from station to station, class and choose the period (current month, next month or after next month) then click confirm submit the request.

The screenshot displays the 'Concessionary' form on the Pravesha website. The form is titled 'Concessionary' and has a progress bar with four steps: Details, Approval, Payment, and Confirmation. The 'Details' step is currently active. The form includes the following fields:

- From:** Colombo
- To:** Ragama
- Class:** Third Class
- Passenger:** Karthik Selvaraj
- Organization:** Sri Lanka Railways
- Occupation:** Station Master
- Select the period:** Current month (Jul 1, 2025 - Jul 30, 2025), Next month (Aug 1, 2025 - Aug 31, 2025), After next month (Sep 01, 2025 - Sep 30, 2025)
- Total Price:** LKR 4,580.00

A callout box points to the 'Confirm' button with the text: 'Click this to Confirm after Entering Details'.

The footer of the page includes the Pravesha logo, a description of the service, and links to various sections: Services (Trains, Commuter Tickets, Reservations, Season Tickets, Warrants, Cargo Service, Refund Request), Legal (Terms of Service, Privacy Policy, Cookies Policy), and Support (FAQs, Contact Us). It also mentions authorization by the Sri Lanka Railway Department and provides contact information for the app and a call center.

Figure 17 Enter details for concessionary season

4.3. Pending Approval

- After submitting, the season ticket request is forwarded to your organization to approve according to the regulations in the Establishment Code. Your page will show that the season ticket request under review by the organization and must wait for approval before the payment.

The screenshot displays the Pravesha user interface. On the left is a sidebar menu with options: Dashboard, My Bookings (3), Season Ticket, Warrants, Cargo Service, Cards, My Profile, Groups, Settings, and Log out. The main content area is titled 'Concessionary' and shows a progress bar with four steps: Details (completed), Approval (active), Payment, and Confirmation. Below the progress bar, a large orange circular icon with a sunburst pattern is centered, with the text 'Pending approval' underneath. A message states: 'We have successfully received your concession season ticket request, and it is currently under review. You will be notified upon approval, after which you may proceed with the payment.' Below this, a box shows the concessionary period 'Jul 1, 2025 - Jul 30, 2025' and the route 'Colombo Fort' to 'Ragama' in 'THIRD CLASS'. At the bottom left, the 'Total Price' is 'LKR 4,580.00'. At the bottom right are buttons for 'Back to home' and 'Pay now'. A callout box points to the 'Pending approval' icon with the text: 'You can view the Pending Approval message'.

pravesha

Trains Train times Destination FAQs Contact us English

Karthik Selvaraj 8902698000V

Dashboard

My Bookings 3

Season Ticket

Warrants

Cargo Service

Cards

My Profile

Groups

Settings

Log out

< Concessionary

Details Approval Payment Confirmation

Pending approval

We have successfully received your concession season ticket request, and it is currently under review. You will be notified upon approval, after which you may proceed with the payment.

Concessionary • Jul 1, 2025 - Jul 30, 2025

Colombo Fort Ragama

THIRD CLASS

Total Price
LKR 4,580.00

Back to home Pay now

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Services

Trains

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Reservations

Season Tickets

Warrants

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Apple Pay

Figure 18 pending approval

4.4. Approval Confirmed

- Once the organization approves the request, you will see a confirmation message and can click Pay now to continue.

The screenshot displays the Pravesha app interface. On the left is a sidebar menu for user Karthik Selvaraj (8902698000V) with options: Dashboard, My Bookings (3), Season Ticket, Warrants, Cargo Service, Cards, My Profile, Groups, Settings, and Log out. The main content area is titled 'Concessionary' and shows a progress bar with four steps: Details (checked), Approval (active), Payment, and Confirmation. A large green checkmark icon is centered on the screen with the text 'Approval Confirmed'. Below this, a message states: 'Your concession season ticket request has been approved. You may now proceed with the payment. Thank you for your request'. A callout box points to this message with the text 'You can view the Approval Confirmed message'. Below the message, a box shows the concessionary details: 'Concessionary • Jul 1, 2025 - Jul 30, 2025', 'Colombo Fort' to 'Ragama', and 'THIRD CLASS'. Another callout box points to the 'Pay now' button with the text 'Click this to Proceed to Payments'. At the bottom, the 'Total Price' is 'LKR 4,580.00', and there are 'Back to home' and 'Pay now' buttons.

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Karthik Selvaraj
8902698000V

Dashboard
My Bookings 3
Season Ticket
Warrants
Cargo Service
Cards
My Profile
Groups
Settings
Log out

< Concessionary

Details Approval Payment Confirmation

Approval Confirmed

Your concession season ticket request has been approved. You may now proceed with the payment. Thank you for your request

Concessionary • Jul 1, 2025 - Jul 30, 2025

Colombo Fort ————— Ragama

THIRD CLASS

Total Price
LKR 4,580.00

Back to home Pay now

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OnePay

Figure 19 Approval confirmed

4.5. Payment for Concessionary Season Ticket

- Enter credit or debit card details (or select a saved card), then click Pay now to complete the payment.

The screenshot displays the Pravesha website's payment interface for a Concessionary Season Ticket. On the left, a user profile sidebar for Karthik Selvaraj (8902698000V) lists navigation options: Dashboard, My Bookings (3), Season Ticket (selected), Warrants, Cargo Service, Cards, My Profile, Groups, Settings, and Log out. The main content area, titled 'Concessionary', shows a progress bar with four steps: Details (completed), Approval (completed), Payment (active), and Confirmation. Below the progress bar, the 'Credit Card or Debit Card' section displays two saved cards: a VISA card (4012 24** **** **81, 02/27) and a Mastercard (5105 78** **** **14, 05/28). An 'Add new card details' section includes fields for Name on card (Karthik Selvaraj), Expiry (07 / 28), Card number (1234 1234 1234 1234), and CVV (546). A checkbox 'Save this card for future payments' is checked. Below this, the 'Payment Gateway' section shows logos for GovPay and LANKAQR. A disclaimer states: 'By clicking the "Pay now" button, you agree to our terms and conditions and our money back guarantee. Thank you for trusting our service.' A blue 'Pay now' button is located at the bottom right, with a callout box pointing to it that says 'Click this After Entering Payment Details'.



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Figure 20 payment

4.6. View Concessionary Season Ticket

- After successful payment, your ticket is confirmed, you will receive it by email or text message to your mobile number, and you can download it to show digitally at the station.
- User can download the season ticket by clicking the Download button.

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Karthik Selvaraj 8902698000V

Dashboard
My Bookings
Season Ticket
Warrants
Cargo Service
Cards
My Profile
Groups
Settings
Log out

< Concessionary

Details Approval Payment Confirmation

Your concessionary ticket has been confirmed!

You'll receive your concessionary ticket by email shortly. You can also download it here if needed.
No need to collect a physical ticket just show your digital or printed travel pass at the station.

Concessionary = July 7, 2025 - July 14, 2025

Colombo Fort <-----> Ragama

THIRD CLASS

Download Back to home

pravesha

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Cookies Policy

Support
FAQs
Contact Us

Payment Methods: eSweep, VISA, Mastercard, etc.

Figure 21 View concessionary ticket

Using Pravesha Mobile Application

5. Sign Up

5.1. Sign Up Screen

- Open the Passenger Mobile Application.
- Click on Create an account link.

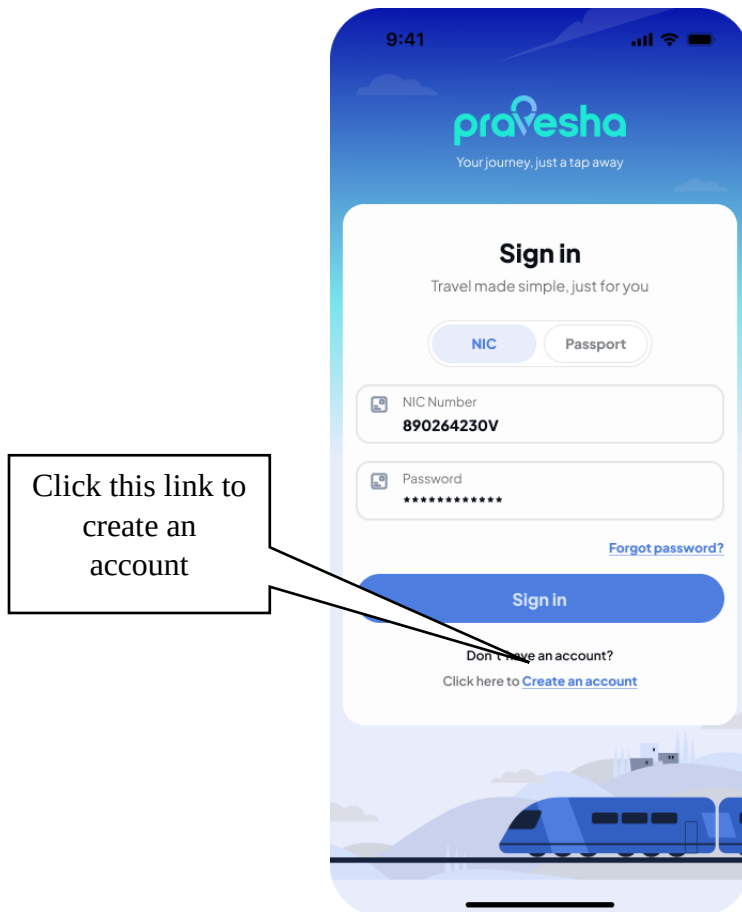


Figure 22 sign up for mobile

5.2. Enter Information

- After click on the create and account this enter general information screen will appear.

9:41

General information

Provide your basic details to ensure a secure onboarding experience

Nationality

Sri Lankan Foreign

Select ID type

NIC Passport

NIC number

9812354256V

Mobile number

+94

Email address

Have a profile? [click here to Sign In](#)

Next

After entering the identification information click on this.

Figure 23 enter information

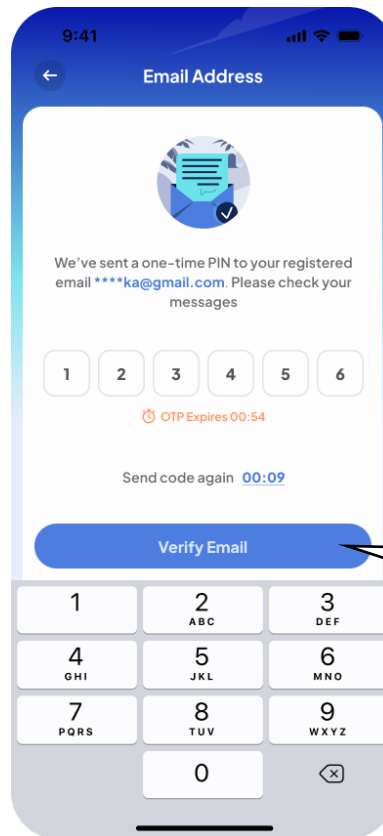
5.3. Verify Mobile Number

- After entering the identification information, the user will receive an OTP for verification
- If the user enters only a phone number or an email address, the OTP will be sent to the corresponding contact method.
- If the user enters both a phone number and an email address, OTP will be sent to both contact methods.



Figure 24 verify mobile number

5.4. Verify Email



After entering the received OTP to verify the email, click this

Figure 25 verify email

5.5. Terms and Conditions

- After entering the OTPs, the Terms and Conditions screen will appear. Read the Terms and Conditions carefully and click on Accept.

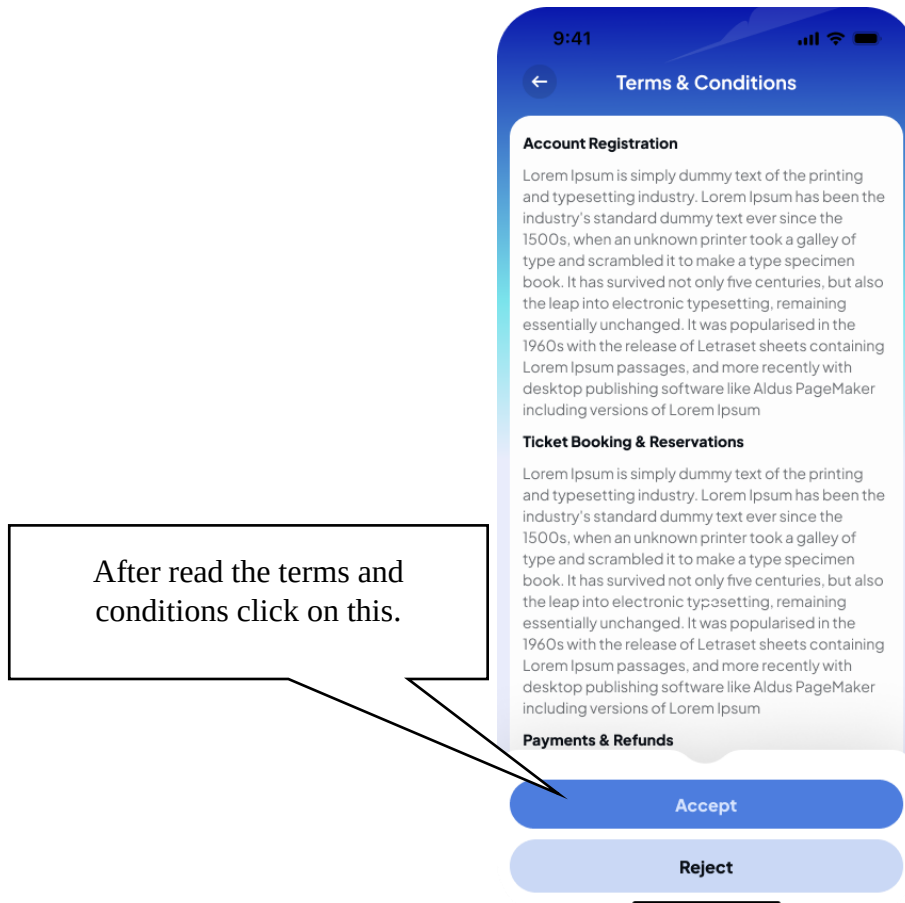


Figure 26 terms and conditions

5.6. Create Credentials

- After accepting the Terms and Conditions, the Create Credentials screen will appear. Enter the password twice. Please follow the instructions below the password field to create a strong password.

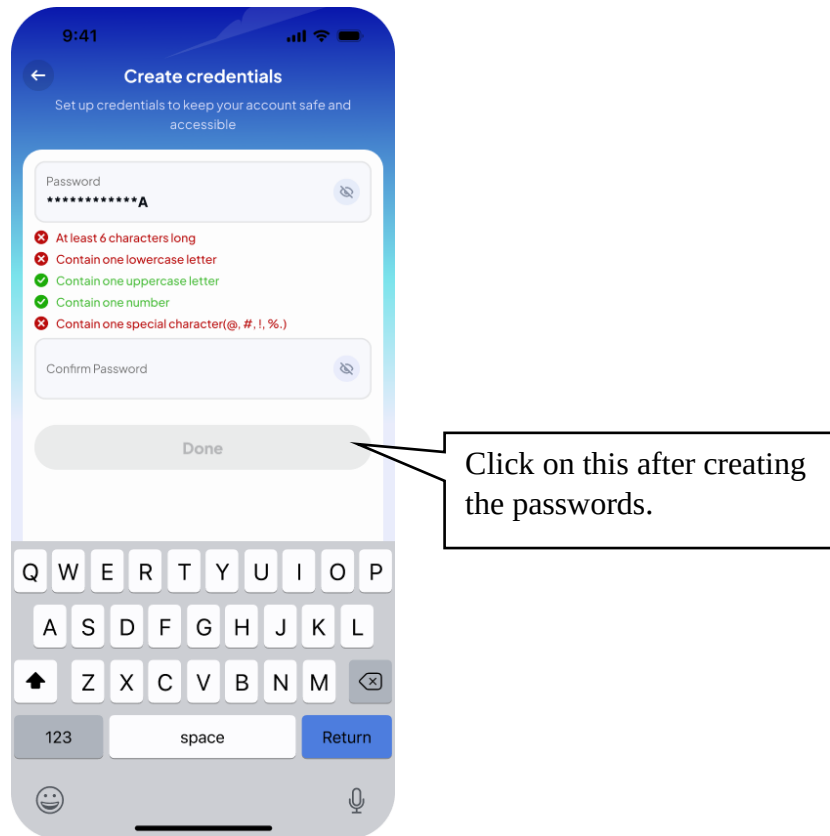


Figure 27 create credentials

5.7. Enter personal information

- After creating the password, the Personal Information screen will appear. Carefully enter the required details in the corresponding fields.

9:41

Personal information

Complete your profile by providing your personal details.

Title
Mr. Mrs. Miss. Ms.

First Name
Shashitha

Last Name
Akalanka

Date of Birth
13 March 1998

Gender
Male Female

Address line 1
Okandhawatta

Address line 2
Panthiya, Matugama

State/Province
Western

City
Matugama

Done

After adding personal information click on this

Figure 28 enter personal information

5.8. Profile Incomplete

- After completing the personal information section, the user will be redirected to the dashboard. To complete the account creation process 100%, the user must upload a profile photo and their NIC or Passport images.

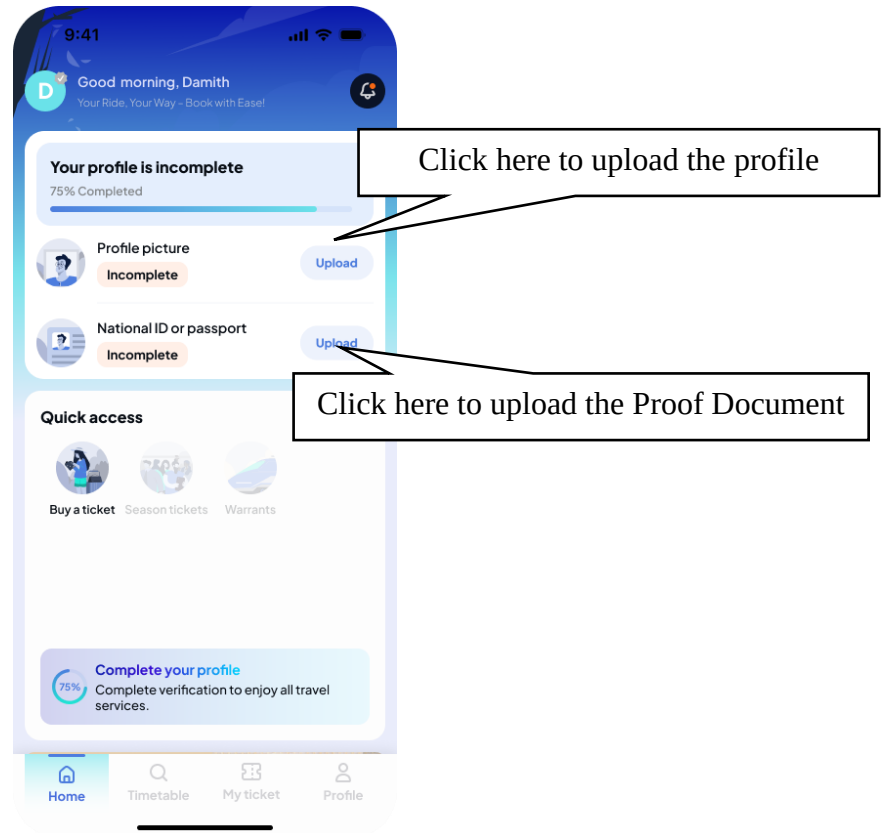


Figure 29 Profile Incomplete

5.9. Capture Profile Photo

- When the user clicks the Upload button in the Profile Photo section, the following screen will appear. Take a profile photo and upload it to the application.

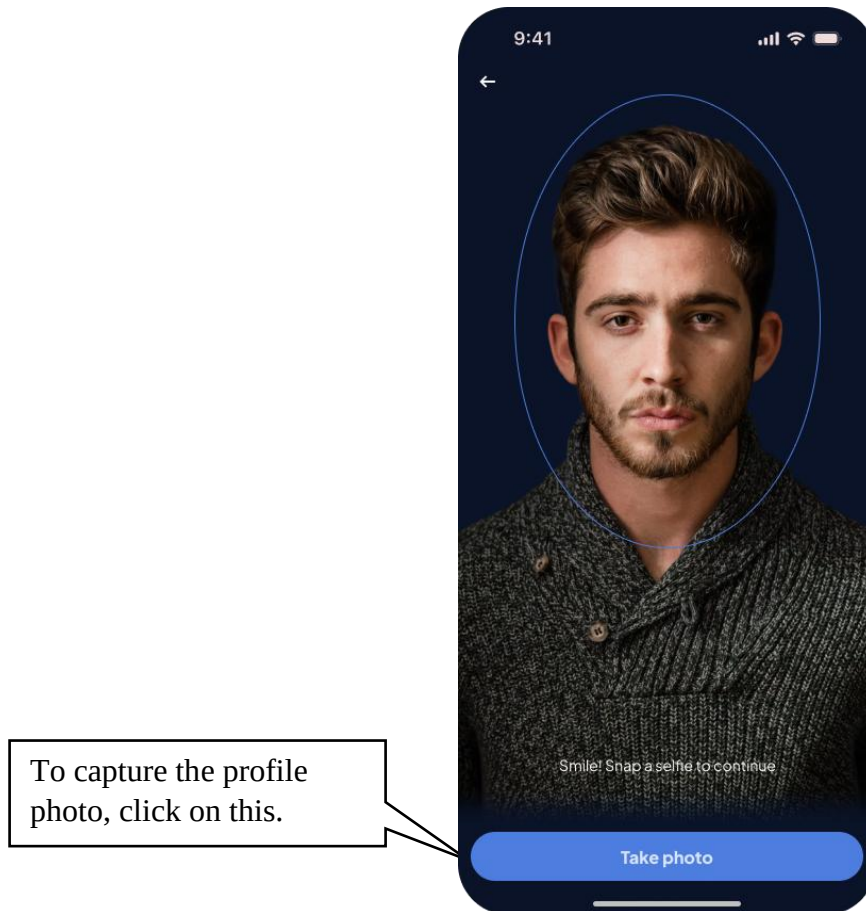


Figure 30 capture profile photo

5.10. Choose verification documents

- When the user clicks the Upload button in the National ID or Passport section, the following screen will appear. Select the required document type.

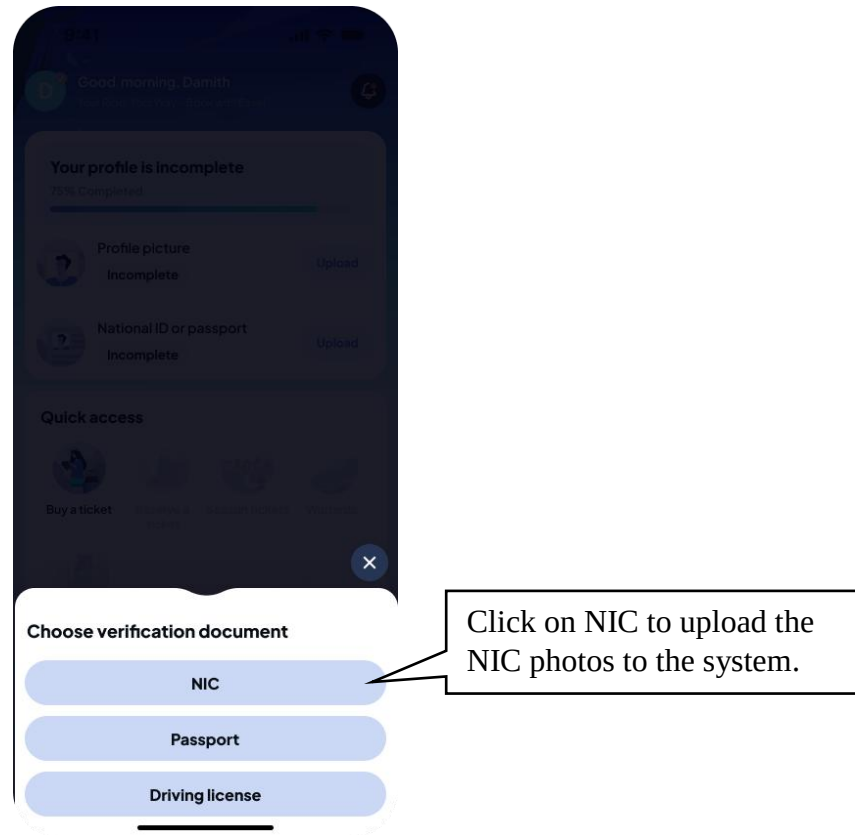


Figure 31 choose documents

5.11. Submit for Verification

- After uploading the profile photos and required proof documents the user automatically redirects to the dashboard. In the dashboard user can view captured photos.

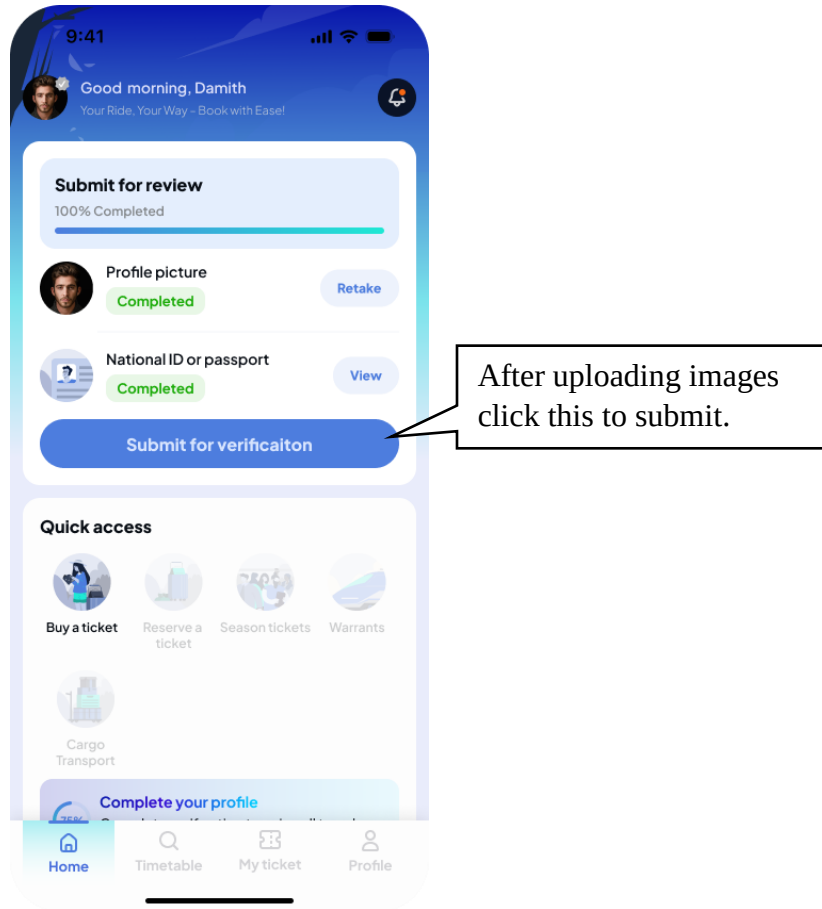


Figure 32 submit for verification

6. Sign In

6.1. Sign In Screen

- Open the passenger Mobile Application.
- Then enter NIC number and Password. After that click on Sign in button.

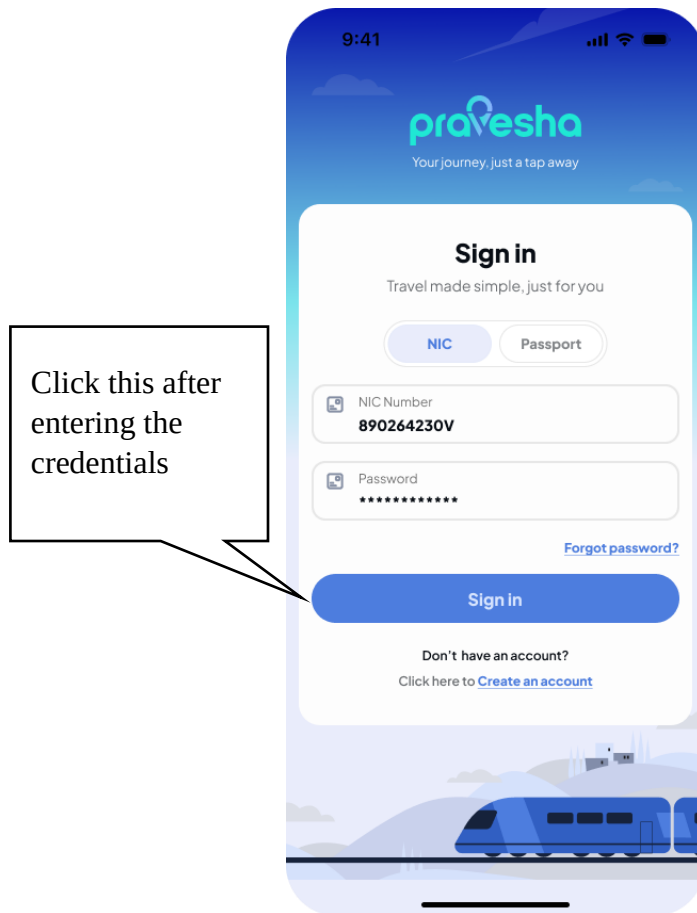


Figure 33 sign in

6.2. Dashboard

- After log in successfully you can view this dashboard

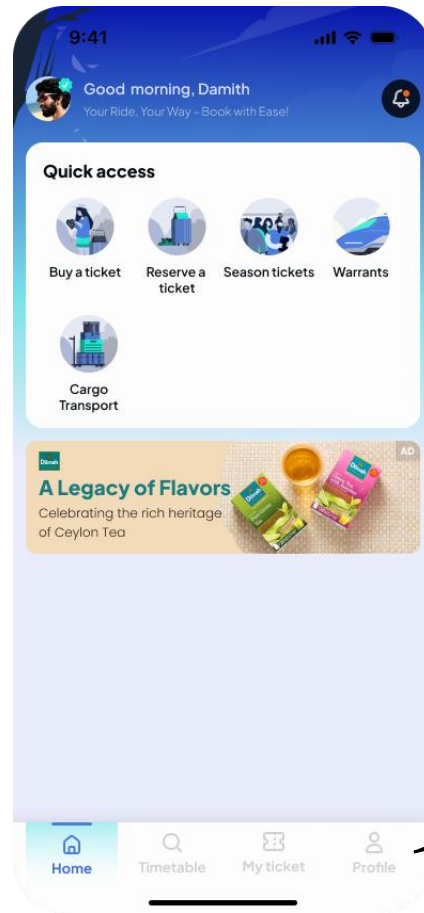


Figure 34 dashboard view of mobile app

7. Join Organization

7.1. Select join organization

- Click on Profile section. To add organization to the profile, click on Join Organization tab.

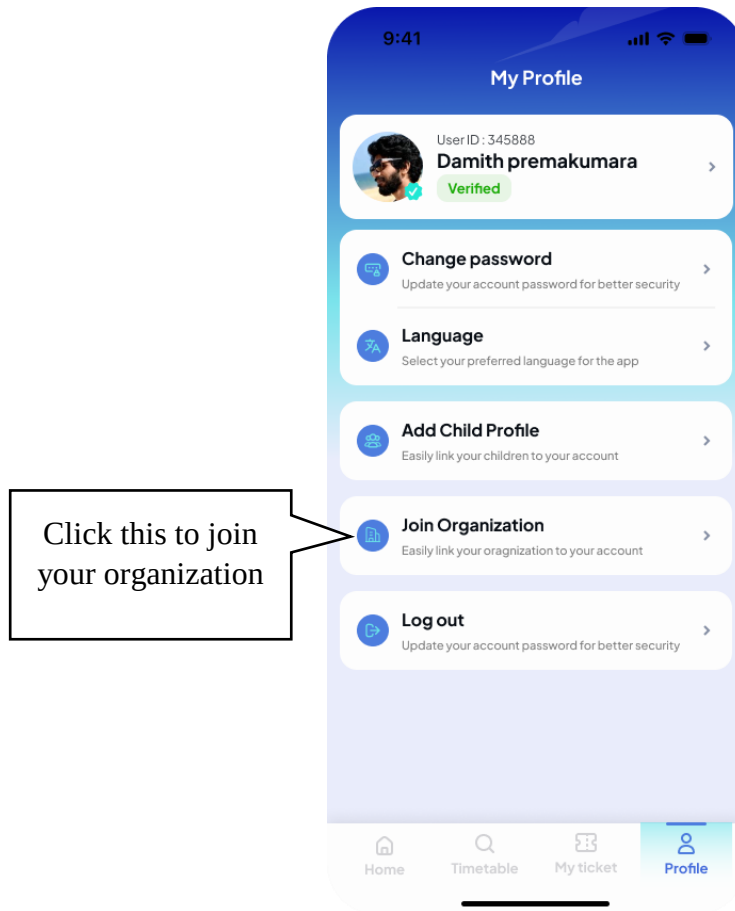


Figure 35 join organization

7.2. Add Organization

- When click on the Join organization tab, it will appear this organization window.
- Add in here the Organization railway authorization ID. Then click on Submit request button.

Organization

Join your organization

This section applies only to employees working in government organization who require concessionary season tickets or warrants

Employee need to get approval from their organization before they can buy a concessionary season ticket or request a warrant

Organization railway authorization ID

SLRORG2245

The unique ID given by the organization to confirm a employee's eligibility for a concessionary season ticket or warrants,

Submit request

Enter organization railway authorization ID

Click this to submit

Figure 36 add organization

Important:

- You must know the Organization Authorization ID to enter in the system. This you can get from the relevant subject officer / executive officer of the organization who manages the Government Concessionary Season Tickets.
- Once you send the registration request through the system, the organization user must approve your registration. Then only you can purchase season tickets.
- When you transfer to a different organization you have to update your Organization Authentication ID and get it approved from your new organization.

8. Concessionary Season Tickets

8.1. Buy a New Season Ticket

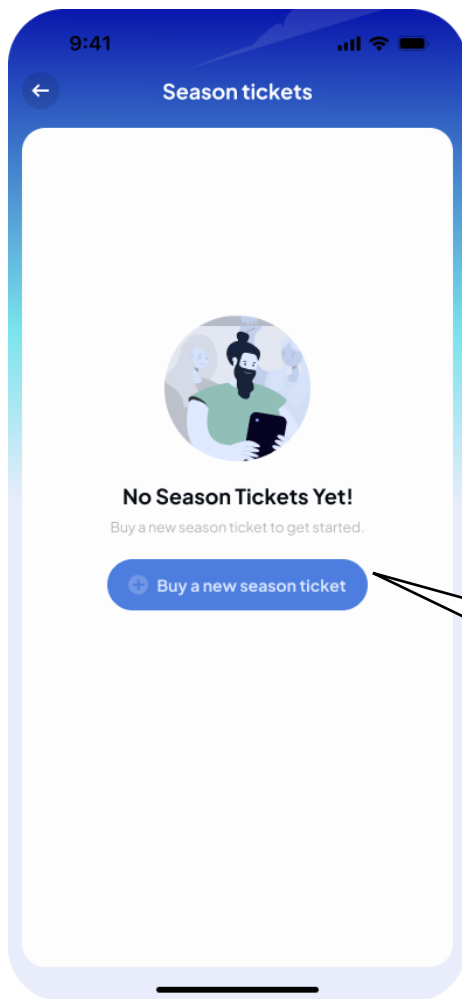


Figure 37 buy a new season ticket

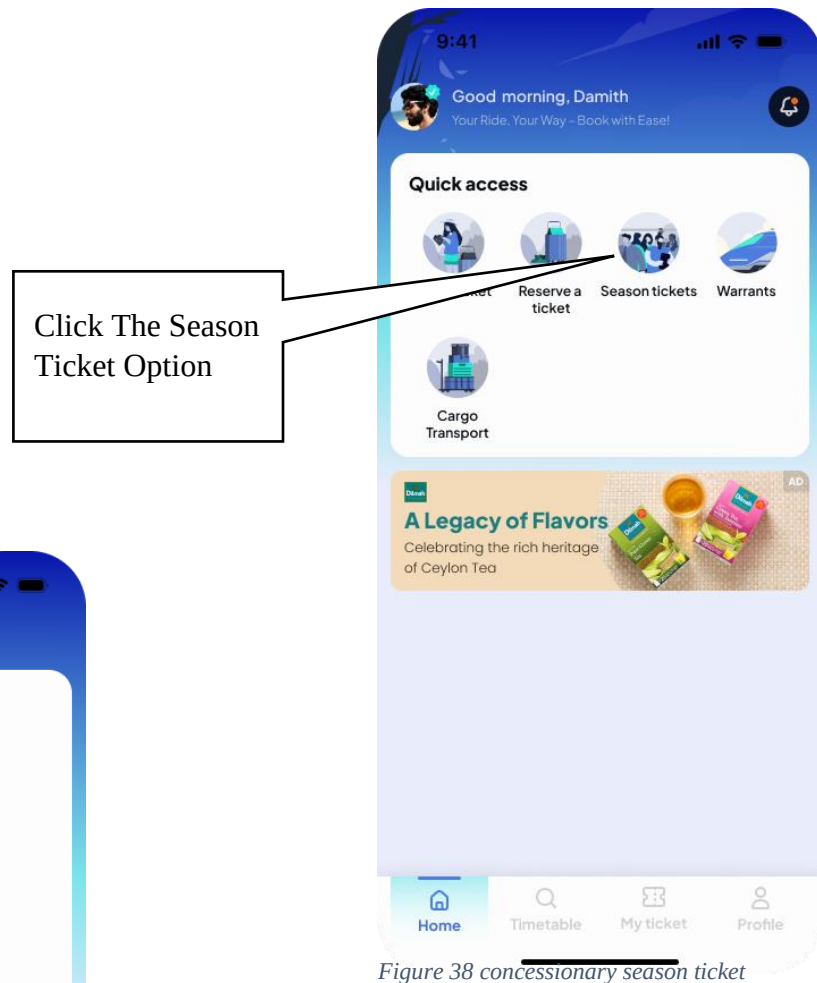


Figure 38 concessionary season ticket

Click this to Buy
a new Season
Ticket

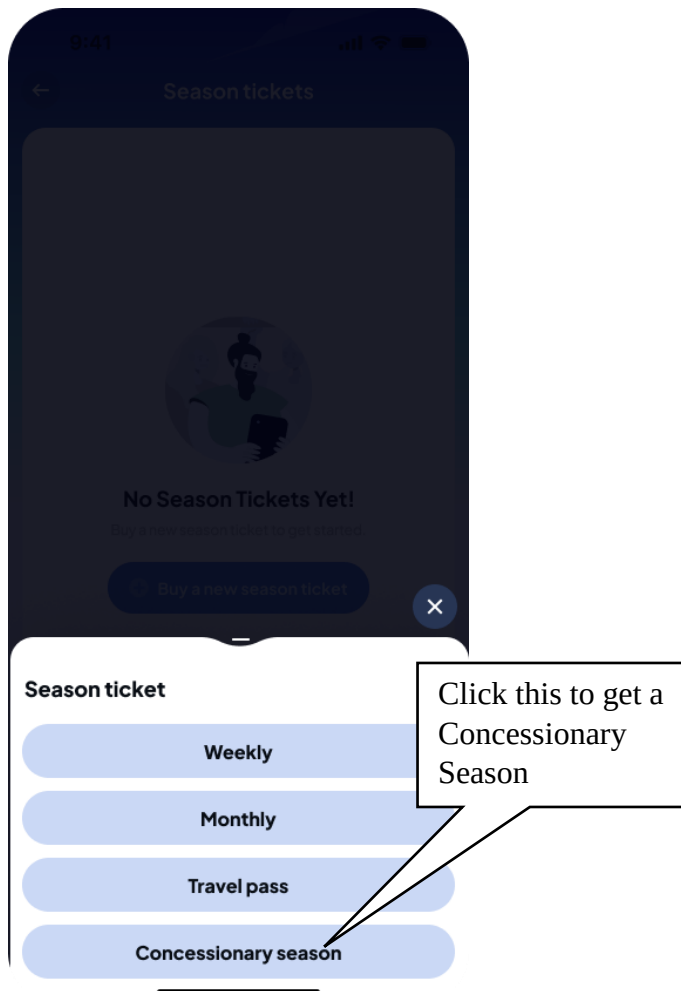


Figure 39 select season ticket type

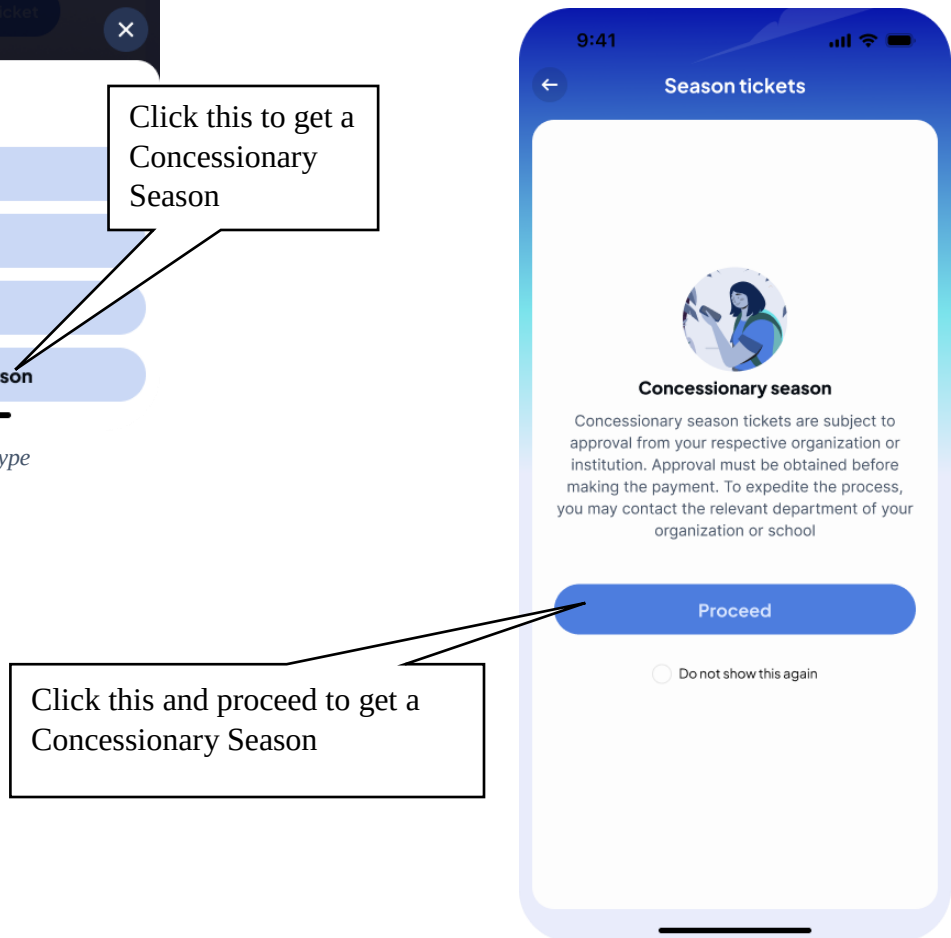


Figure 40 proceed concessionary ticket

8.2. Enter Details for Concessionary Season Ticket

- Select the passenger, choose From and to stations, pick a validity period, select a class, choose your organization, and see the total payment, then tap Continue.

9:41

Concessionary season

Who is this season for?

☒ Sunil Perera Verified

☐ Mr. Damith pre Verified

From
Colombo fort

To
Ragama

Current month
☒ Mar 01, 2025 – Mar 31, 2025

Next month
☐ Apr 01, 2025 – Apr 30, 2025

03 months (including current month)
☐ Mar 01, 2025 – May 31, 2025

Next 3 months
☐ Apr 01, 2025 – Jun 30, 2025

Choose train classe
3rd class

Select organization
Sri Lanka railway

Total Payment LKR1,800.00

Continue

Click this to continue after entering details.

Figure 41 enter details

8.3. Confirm Request

- Review all your details (passenger, route, dates, class, organization, and total payment), then tap Confirm request.

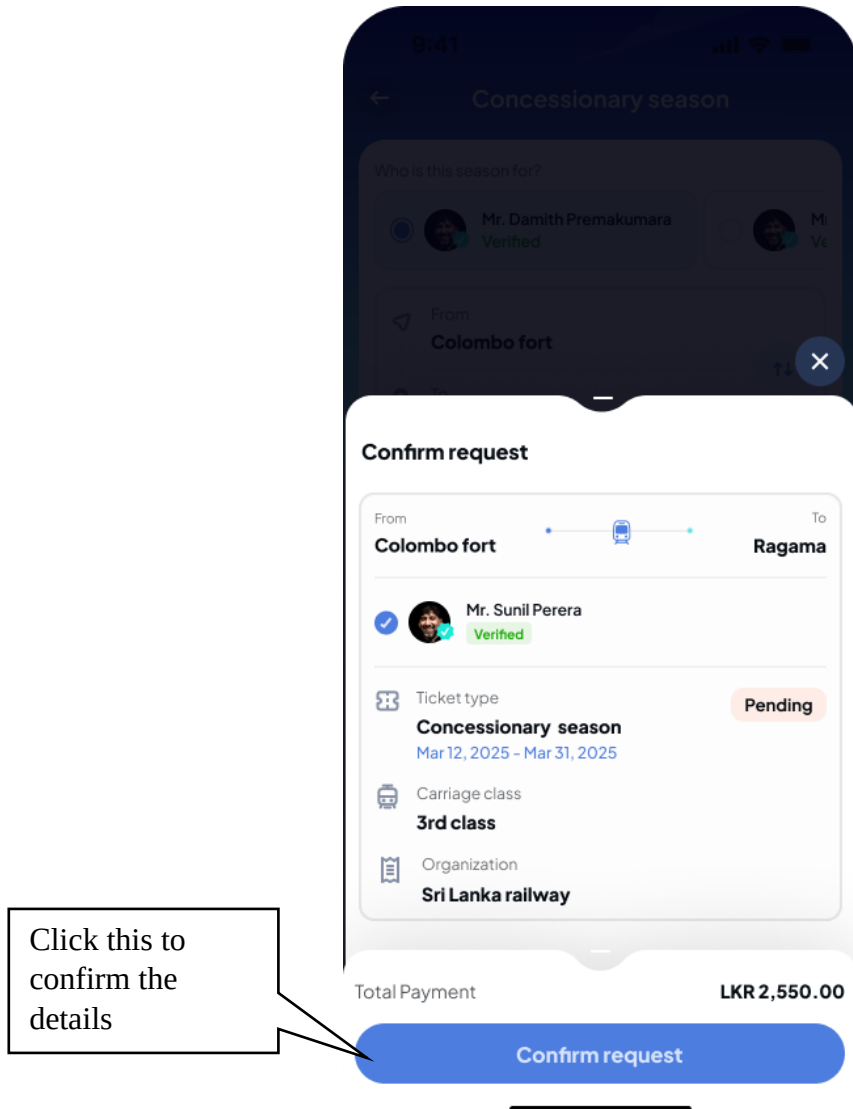


Figure 42 confirm request

8.4. Pending Approval

- After submitting, you see a message that your request is under review, and you must wait for your organization to approve it before paying.

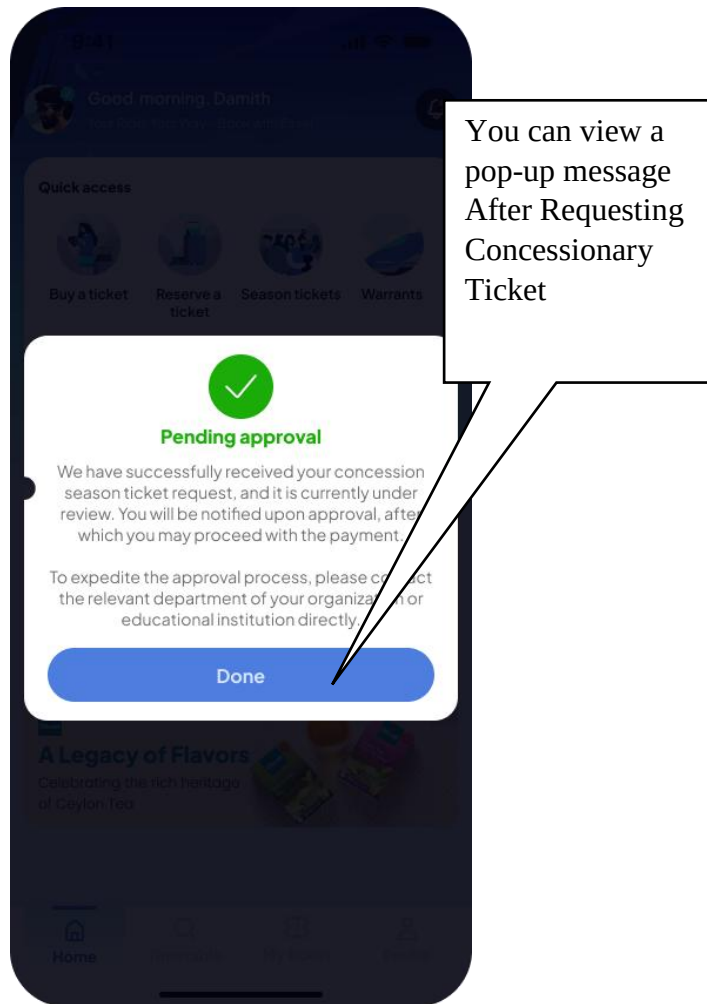


Figure 43 pending approval

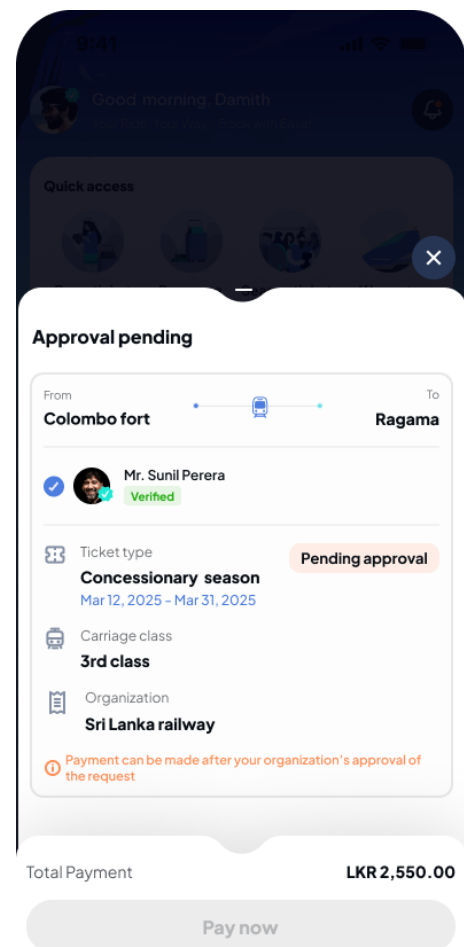


Figure 44 approval pending status

8.5. Approval Confirmed

- Once approved, the same request shows "Approved" instead of pending, and a Pay button appears.

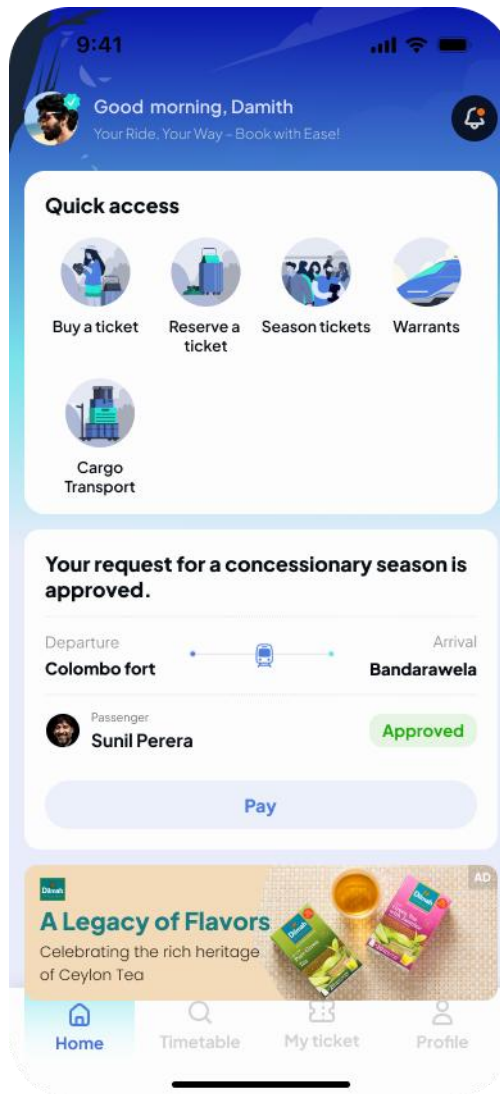


Figure 45 approved

8.6. Pay Now for Concessionary Season Ticket

- Your organization has approved the request, and now you can tap the Pay now button to make the payment.

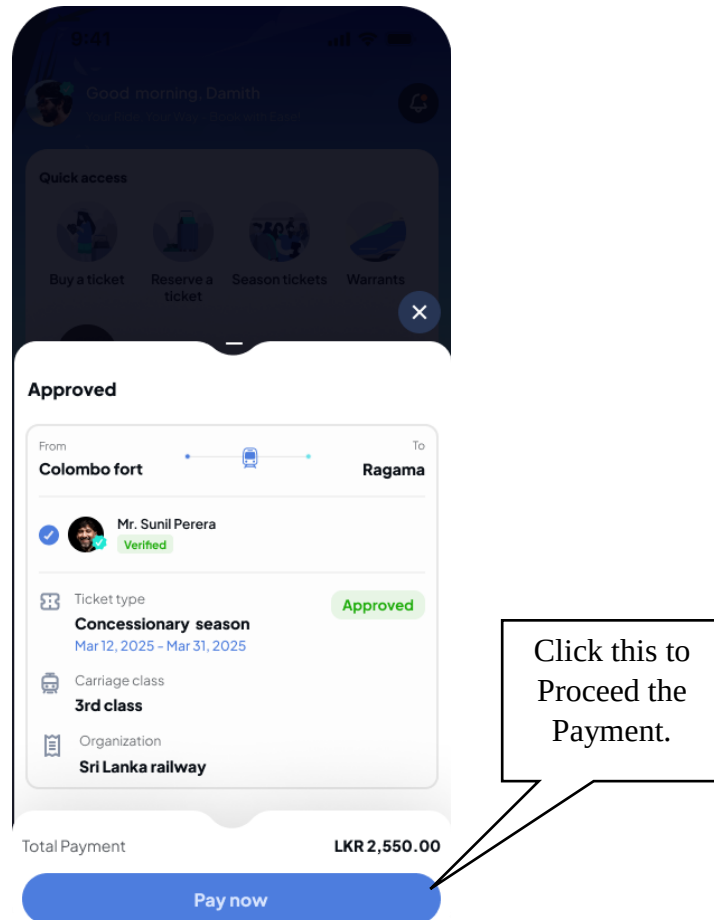


Figure 46 pay now for concessionary season ticket

8.7. Download or View E Ticket

- After successful payment, you see "Payment success!" and your ticket status changes to Active, with options to Download E-ticket or View ticket.

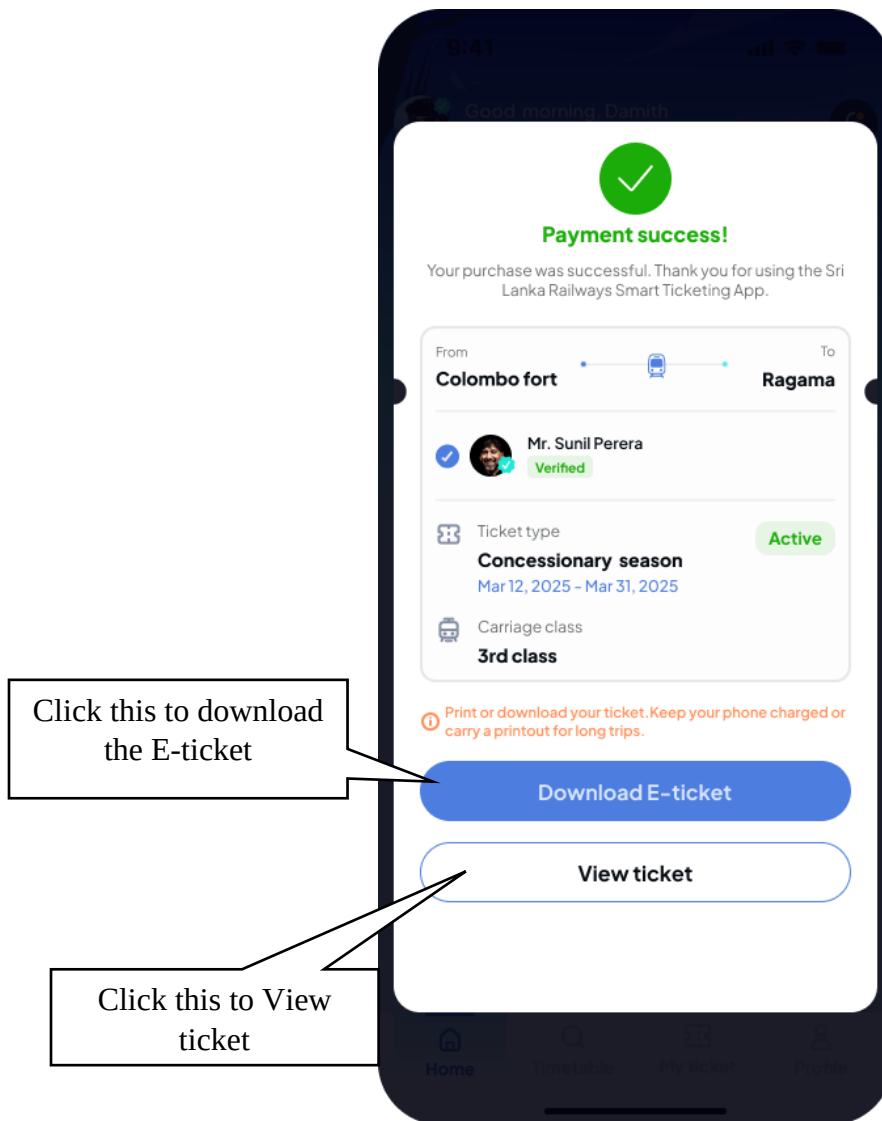


Figure 47 View or download ticket

8.8. View Ticket

- View the ticket by clicking “View Ticket”.

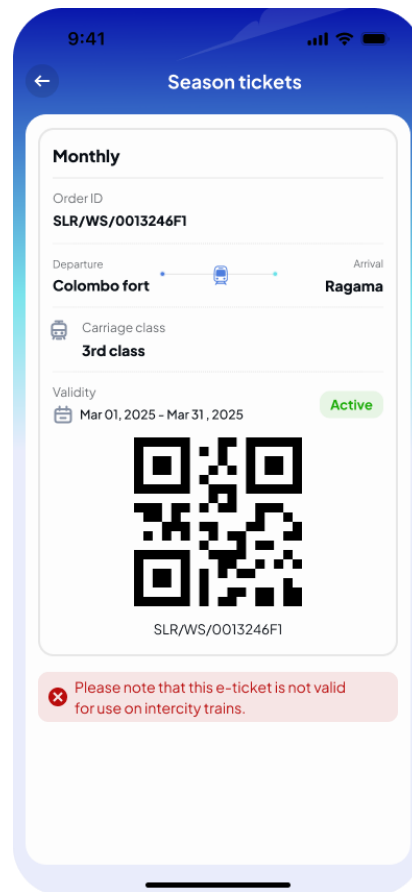


Figure 48 view ticket