



**GAURAV DUBEY**  
A student from Gurgaon, Haryana concerned about sudden power cuts in his area effecting his studies and daily life.

1

**Pains**  
Fears, frustration and anxieties

Accidental power cuts

Long power cuts

Power cuts at crucial time

2

**Gains**  
Wants, needs, hopes and dreams

Wants a system with less

power cuts. Needs power 24X7

in his area. No hindrance in his

studies due to power cuts.

3

**Jobs to be done**  
What are they trying to do and why is it important for them?

They maintain reserve

electricity and rely on batteries,

generator, etc. So that when

the time comes, they can use it

for their survival.

4

**Reality**  
How do they achieve those goals today? Any barriers in their way?

They use their reserve power

when the time comes, but

sometimes due to economic

and technical reasons they

failed to do so.

5

**Stories and observations**  
Write down quotes or observations that best describe their experience

In today’s contemporary world electricity is not a pleasure but a necessity. Sudden power cuts create a frustrating and stressful situation for people. Electricity cuts before the day of exam create a huge problem for students and working professionals. The uneven distribution of power consumption of grid causes sudden power cuts at the time when everyone tries to relax and chill.

6

**Context**  
Are there other factors that we should take in consideration?

We should take care of the priority areas while distributing the power load. Like for example a hospital should have enough electric supply 24x7, so we have to give that area full electric supply at all times. Emergency reserve should also be maintained for emergency conditions.