

CREATIVITY, PROBLEMS SOLVING INNOVATION

ARYAN LANGHNOJA
92200133030

ARYAN MAHIDA
92200133011

DHRUVI PATEL
92200133029

KIRTAN MAKWANA
92200133031

MALHARKRISHNA SHAH
92200133016

SCENARIO RAILWAY STATION

TOPICS

- **EMPATHY Chart**



EMPATHY MAPPING

3

DRIVERS

BEGGERS

NORMAL PEOPLE

COOK STAFF

STACK HOLDERS

TRAVELERS

WORKERS

COOLIES

ANNOUNCEMENT TEAM

RPF STAFF

VENDORS / SELLERS

RAILWAY STATION STAFF

CLEANING STAFF

PARKING WATCHMEN

IMPORTER / EXPORTER

TRAIN STAFF

ACTIVITIES

ARRIVAL & DEPARTURE

BOOKING

LUGGAGE HANDLING

INQUIRY

CLEANING PLATFORMS

CROSSING TRACKS

VENDOR SELLING

RPF PATROLLING

CROWD CONTROL

TICKET CHECKING

TICKET BOOKING

MONEY PAYMENTS

WATCHING TIME TABLES

ROAMING STRAY ANIMALS

DELAYED TRAINS

HAPPY

A PASSENGER SETTLED INTO HIS TRAIN SEAT BY SWAPPING THE SEATS, EXCITED FOR A SCENIC MONSOON JOURNEY. SOON, A MAN FROM A LARGE FAMILY APPROACHED, ASKING IF HE'D SWITCH SEATS SINCE THEIR GROUP WAS SPLIT BETWEEN COACHES. INITIALLY HESITANT, THE PASSENGER AGREED WHEN HE LEARNED THE NEW SEAT WAS A COMFORTABLE SIDE-LOWER. HE MADE THE SWAP, PLEASING THE FAMILY AND FEELING HAPPY TO HELP.

DURING A 15-HOUR TRAIN JOURNEY, A PASSENGER'S MOTHER STARTED FEELING VERY UNWELL WITH SYMPTOMS LIKE NAUSEA AND HEADACHE. THE PASSENGER QUICKLY REQUESTED MEDICAL ASSISTANCE THROUGH RAIL MADAD, AND WITHIN MINUTES, THE TTE CONFIRMED THAT A DOCTOR WOULD MEET THEM AT THE NEXT STATION. THE DOCTOR ARRIVED, PROVIDED TREATMENT, AND THE MOTHER SOON FELT MUCH BETTER. THIS EXPERIENCE STRENGTHENED THE PASSENGER'S RESPECT AND GRATITUDE FOR INDIAN RAILWAYS.

IN 2018 DURING A DUSSEHRA CELEBRATION IN AMRITSAR, PUNJAB, A TRAIN RAN OVER A CROWD OF SPECTATORS WATCHING THE BURNING OF THE RAVANA EFFIGY. MANY WERE STANDING ON RAILWAY TRACKS UNAWARE OF THE APPROACHING TRAIN.

SAD

EVERY DAY, PEOPLE IN MUMBAI PACK INTO CROWDED METRO TRAINS, HOLDING ON TIGHT AS THEY SQUEEZE TOGETHER. THE RUSH TO GET TO WORK OR SCHOOL IS INTENSE, AND PEOPLE OFTEN FEEL A MIX OF STRESS AND WORRY AS THE TRAINS MOVE. IN SOME TERRIBLE MOMENTS, ACCIDENTS HAVE HAPPENED, WITH PEOPLE GETTING HURT OR EVEN LOSING THEIR LIVES. THE MEMORY OF PAST TRAGEDIES STAYS WITH THE CITY, MAKING EACH TRIP FEEL A BIT HEAVY.



**THANK
YOU**

We appreciate your Suggestions