Ideation Phase
Define the Problem Statement

Date	19 September 2022
Team ID	PNT2022TMID00231
Project Name	Project - Smart Solutions For Railways
Maximum Marks	2 Marks

Railway Passengers need a way to book their tickets easily without delay and tedious Process so that the passengers get benefits by saving their time and energy in travelling.

Ticket Checkers are in the need of a Digital verification system of passenger's tickets to avoid the huge use of paper and pen.

Passengers need a platform to track the current location and status of trains in order to avoid anxiety or fear of missing the train.
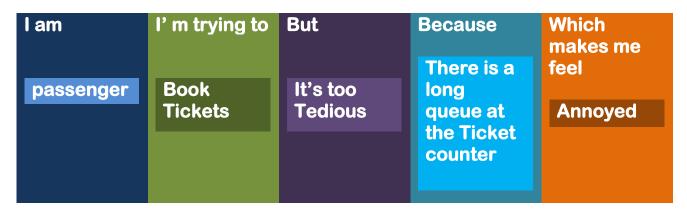
5 W's of the Problem:

QUESTION	DESCRIPTION
Who does the problem affect?	Railway Passengers, Ticket Checkers
What are the boundaries of the problem?	Government and Common Public.
What is the issue?	Public, who needs to book a Train ticket to travel, have to wait and follow a tedious procedure to get a ticket reserved. This results in time consumption for the user. On the other hand, Ticket Collector and Checker needs to maintain a huge record of passenger details which leads to large usage of pen and paper. A solution is required to develop a digital booking system as well as a ticket verification system to avoid the above scenarios. If this problem is not solved then it leads to confusion, time consumption, over usage of resources on user side as well as railway department side.
When does the issue occur?	This issue usually occurs when a person tries to book a train ticket and especially more when there is an enormous need for the public to use railway service.
Where is the issue occurring?	The issue occurs in the ticket counter and while checking the passenger's ticket.

Why is it important that we fix the problem?	It is necessary to avoid over usage of pen and paper as well as to reduce the time consumption for public in booking the ticket.

From Customer Point of View:

I am	I'm trying to	But	Because	Which makes me feel
passenger	Book Tickets	It's too Tedious	There is a long queue at the Ticket counter	Annoyed

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Passenger	book tickets	It's too tedious	There is a long queue at the counter	Annoyed
PS-2	TTE	check tickets	It takes too much time	Lot of passenger details to be verified	Loaded with work pressure
PS-3	Businessman	travel on business trips often	I can't go to ticket booking counter	I have various schedules which cannot be postponed	Agitated to travel
PS-4	Traveller	know where the train is at present	I am not able to get any information	There is no mechanism for tracking the train's current location	Anxious about train arrival