**PROBLEM STATEMENTS**

Project name : Smart solutions for railways

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| **Problem Statement**  **(PS)** | **I am**  **(Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| PS-1 | User | Book a ticket through application | Unable to book ticket properly | Lack of Guidance in those application | Confused |
| PS-2 | Passenger | Book a train Seat Berth | Not Sure information about the berth | Evert seating showing as same | Irritated |
| PS-3 | Passenger | Give a feedback or complaint about my journey | I couldn’t able to do that | There is no option like that in application | Hate |
| PS-4 | Government | Avoid Ticketless travelling in Railways | Some people are not following the rule | There is no checking while entering the platform | Worst |

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