

Problem Solution Fit

PNT2022TMID06140

1.Customer

Passenger who uses railways is our customer.

6.Customers
constrains

Network Connection, Getting familiar with the digitized process

5.Available
solutions

Digitizing the booking and verification process & alert passenger before their destination arrives.
Before times ticket booking was in person and verification was paper pen work & passenger were unaware of timings.
Digitizing the works reduces manual paper pen work and it becomes easier and time saving.

2.Jobs to be
done

Ticket booking and verification process is the work to be done.

9.Problem Root
Cause

Paper pen works takes time and can be time consuming. People in fast world wont like to still stand in a que and book ticket.

7.Behaviour

Passengers opens website books ticket and gets QR Code and it is just scanned by TTR while boarding.

3.Triggers

Neighbour who booked their tickets through website and said about paperless verification.
Know about new smart systems in railways through news.

4.Emotions :
Before/ After

Before : Unaware, Time consuming, Difficulty.

After : Aware, Time saving, Easy .

10.Your solution

Our solution is to design a website where we can book ticket and receive QR Code which can be scanned during boarding. Passengers can also monitor the train status and as well as they are alerted through mobile before their destination arrives.

8.Channels of
behaviour

Online :
Passenger book on their own.

Offline :
Passenger book through service centers or at railways.