

| Problem Statement (PS) | I am (Railway department) | I'm trying to | But | Because | Which makes me feel |
|-------------------------------|--|--|--|---|---|
| PS-1 | Customer facing medical emergencies | Provide good medical facilities at the required time | I cannot provide important medical instruments and medicines. | During travel we cannot carry all the medical necessities with us . | Uncomfortable to provide necessary medical facilities to the customers. |
| PS-2 | Booking ticket and verification through online | Create the app and website for booking ticket and verification | Everyone is unaware of accessing internet and some server issues | They prefer offline more than online, Many try to book ticket at same time in peak season | Inconvenient to the passengers who were trying to travel long distance. |