

**Ideation Phase**  
**Define the Problem Statements**

|               |                              |
|---------------|------------------------------|
| Date          | 19 September 2022            |
| Team Id       | PNT2022TMID25456             |
| Project Name  | Smart Solutions For Railways |
| Maximum Marks | 2 Marks                      |

**Customer Problem Statement:**

Railway transport is one of the cheapest, fastest, convenient and biggest mode of transport in India. Though most of the customers are satisfied by the service provided by the Indian railways, few of them face some challenges.

| <b>Problem Statement</b> | <b>I am</b> | <b>I'm trying to</b> | <b>But</b>                                | <b>Because</b>                 | <b>Which makes me feel</b> |
|--------------------------|-------------|----------------------|---|--------------------------------|----------------------------|
| 1                        | Passenger   | Travel long distance | Cannot get preferred seat allotment       | Seat availability is not known | unhappy                    |
| 2                        | Passenger   | Board the train      | Cannot find the arrival time of the train | Of network issues              | Frustrated                 |