

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

Date	09 November 2022
Team ID	PNT2022TMID42243
Project Name	SMART SOLUTION FOR RAILWAYS
Maximum Marks	2 Marks

<b>Problem Statement (PS)</b>	<b>I am (Customer)</b>	<b>I'm trying to</b>	<b>But</b>	<b>Because</b>	<b>Which makes me feel</b>
PS-1	passenger	Wants book a train ticket	Take for a while	Website doesn't respond	Un happy
PS-2	passenger	While booking tickets	Time and energy are wasted	Physical mode of ticket booking	Feels difficult
PS-3	Passenger	Seeking for train information	Will not receive accurately	Due to some Server related issues	confused
PS-4	Passenger	Mode of payments	Delay in payment confirmation	Bank server down. lack of intermediate services	frustrated
PS-5	Passenger	Passenger information	Not secured	Not efficient firewall security	Distrustful