

Ideation Phase

Define the Problem Statements

Date	19 September 2022
Team ID	PNT2022TMID26602
Project Name	SMART SOLUTION FOR RAILWAYS
Maximum Marks	2 Marks

Customer Problem Statement Template:

Among the various modes of transport, Railways is one of the biggest modes of passenger transport in the world. Indian Railways face more competitive threats from airlines, luxury buses, public transports, and personalized transports. Though there are competitions from various mode of transport, Indian Railways has its unique features and provide more services to the passengers .

With the increase of technological advancements, Indian Railways have started to use the latest technology for making the service delivery process more efficient. In order to satisfy the passengers, the Indian Railways provides various services to its passengers . But, the passengers face some problems. Hence, the researcher in this study has made an attempt to answer the question “What are the problems faced by the passengers while travelling by train, at station and on board?”



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A passenger	Travel	Late arrival of train	Weather condition	Frustration

