

Ideation Phase

Define the Problem Statements

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|---------------|------------------------------|
| Date | 21 october 2022 |
| Team ID | PNT2022TMID40965 |
| Project Name | Smart solutions for railways |
| Maximum Marks | 2 Marks |

Customer Problem Statement Template:

Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love.

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

PROBLEM STATEMENT

Railway passengers face a lot of issues at the railway ticket counters.

- Limitation in number of ticket counters causes rush during festive seasons.
 - Sometimes Passengers need to face the unprofessional behaviour of Railway staffs at the counter.
 - Passengers are not notified about the delay in train timings.
- Conventional Counter Booking system must be replaced with a Smart online ticket booking system which can allow the users to book tickets online and also

updates the live location of the train.

With this proposed system we can resolve the problems faced at ticket counters

and save a lot of time, manpower and resources.

Addressing the w's of the Problem

| Question | Description |
|--|---|
| Who does the problem effect? | Railway passengers |
| What are the boundaries of the problem? | Railway Industries |
| What is the issue? | Counter booking system needs a lot of man power, resources, time. This system must be replaced with an easy to use Smart Online ticket booking system (with live train tracking facility). |
| When does the issue occur? | <ul style="list-style-type: none">• During the booking process at railway ticket counters.• When there is change of train timings due to some technical problems and the passengers are unaware of it. |
| Where is the issue occurring? | <ul style="list-style-type: none">• Railway ticket counters.• Long Refund period for cancelled tickets. |
| Why is it important that we fix the problem? | The ticket booking system must be made efficient and user-friendly. Passengers can plan accordingly in case of delay in train timings if they are notified in advance. A lot of man power and time can be saved |