Empathy Map



Current system needs upgradation.

Hard to reach the location on time.

Ticket less travel

( e-ticket)

Online tatkal booking should be made easier.

**Innovations which ease ticket booking, are welcomed by people**

Feel tired of booking tickets in stations.

Online booking is difficult to get normalized

**Railways are better and cheaper mode of transportation.**

**Carrying a physical ticket is a restless job**

Need of updated tracking system.

Traditional booking is waste of time and energy

**Online Ticket booking should be in simple steps.**

**QR codes for payment and scanning tickets.**

Privacy and security issues.

**Knowing the exact location of the train & upcoming stations.**

**Cancellation policies and guarantee on refunds.**

**Reduced paper usage.**

Faster and convenient way of booking ticket.

**Reduced time and stress factor.**