**Project Title: Smart Solutions for Railways**

**Project Design Phase-I** - **Solution Fit Template**

**Team ID: PNT2022TMID28701**

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| --- | --- | --- | --- | --- | --- | --- |
|  | **3. TRIGGERS**  Neighbour who booked their tickets through website and said about paperless verification. Know about new smart systems in railways through news. |  | **TR** | **10. YOUR SOLUTION SL**  Our solution is to design a website where we can book ticket and receive QR Code which can be scanned during boarding. Passengers can also monitor the train status and as well as they are alerted through mobile before their destination arrives. | **8. CHANNELS of BEHAVIOUR CH**  Online : Passenger book on their own.  Offline : Passenger book through service centers or at railways. |  |

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**2**

**. JOBS**

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**TO**

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**BE**

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**DONE /**

**PROBLEMS**

**RC**

Ticket booking and verification process is the

work to be done.

**. PROBLEM ROOT CAUSE**

**9**

Paper pen works takes time and can

be time consuming. People in fast

world wont

like to still stand in a

que and book ticket.

**. BEHAVIOUR**

**7**

Passengers opens website books ticket

and gets QR Code and it is just scanned

by TTR while boarding.

**BE**

**. AVAILABLE SOLUTIONS**

**5**

Digitizing the booking and verification

process & alert p

assenger before their

destination arrives.

Before times ticket booking was in

person and verification was paper pen

work & passenger where unaware of

timings.

Digitalizing the work reduces manual

paper pen work and it becomes easier

and time saving.

**6.**

**CUSTOMER CONSTRAINTS**

Network Connection, Getting familiar

with the digitilized process

**CS**

**1**

**)**

**. CUSTOMER SEGMENT(S**

Passenger who uses railways is our customer

**Focus on J&P, tap into BE, understand RC**

**Explore AS, different**

**Define CS, fit int**

**o CC**

**Focus on J&P, tap into BE, understand RC**

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| --- | --- | --- | --- | --- | --- |
|  | **4. EMOTIONS: BEFORE / AFTER**  Before : Unaware, Time consuming, Difficulty. After : Aware, Time saving, Easy | **EM** |  |  |  |