

# **PROBLEM STATEMENT FOR SMART SOLUTIONS FOR RAILWAYS**

1. **Ticket bookers** need a way to **track their journey**, so that they can know **Where the train is ? and schedule accordingly for boarding the train.**
2. **Passengers** need a way to **avoid waiting in the queue**, so that they can **save their time.**
3. **Passengers** need to know **where exactly the train is and what's the next station ?**, so that they can **easily alight the train at the correct station.**
4. **Passengers** need a way to **book tickets through a website**, so that **they can book the tickets remotely.**
5. **Passengers** need a way to **notify them about their journey**, so that they can **easily remember their journey schedule.**
6. **Passengers** need a **good and easily understandable interface**, so that they **have good booking experience.**
7. **They** need a **better help desk for 24/7**, so that they can **easily convey their queries.**
8. **They** need a **paperless ticket**, so they **need not to carry over their hard (paper) tickets.**