



**Indra Gonaduwa**

**Age:** 68

**Occupation:** Retired  
Teacher

**Demographics:** Female,  
rural resident

#### **Needs and Pain Points:**

- Regularly commutes by train for visiting family members and attending community events.
- Values the convenience of rescheduling tickets through the app to accommodate changing plans.
- Seeks clarity on the rescheduling process and potential deductions in ticket refunds based on Sri Lanka Railways' policies.
- Concerned about potential financial losses when rescheduling tickets and prefers transparency in refund policies.

#### **Goals:**

- To easily reschedule train tickets through the app
- Understand refund policies
- Manage bookings effectively for commuting purposes.



**Anjalika Fernando**

**Age:** 35

**Occupation:** Marketing  
Manager

**Demographics:** Female,  
urban resident

**Needs and Pain Points:**

- Needs to book train tickets quickly and efficiently due to frequent business trips.
- Requires visibility into the seating arrangement to select preferred seats.
- Prefers a mobile app that offers real-time updates on seat availability and reservation status, similar to booking movie tickets.
- Values the ability to easily navigate through the app to find and book seats.
- Seeks convenience in payment methods and expects a seamless booking experience.

**Goals:**

- To easily view seating arrangements, identify available seats, and book tickets efficiently for business trips.



**Anusha Silva**

**Age:** 27

**Occupation:** Software Developer

**Demographics:** Female, urban resident

#### **Needs and Pain Points:**

- Needs a flexible complaint management system to get quick solutions to any issues encountered during the train travelling process.
- Values timely responses and effective communication regarding the issues that submitted to achieve a smooth and satisfactory booking experience.
- Values a more flexible and reliable solution and frustrated about unclear and complex complaint procedures.

#### **Goals:**

- Flexible and user friendly complaint management mechanism to easily submit complaints.
- Real time responses and effective communication to sort out the problems efficiently.



**Shevone Mendiz**

**Age:** 28

**Occupation:** Software Engineer

**Demographics:** Male, suburban resident

**Needs and Pain Points:**

- Seeks a user-friendly app for planning and booking train journeys during leisure trips.
- Desires notifications and reminders for upcoming train departures, including details such as platform numbers and arrival times.
- Values timely alerts to ensure punctuality and smooth travel experiences.
- Prefers an intuitive interface for accessing train schedules, receiving notifications, and managing bookings.
- Expects flexibility in adjusting travel plans and receiving assistance when needed.

**Goals:**

- To receive timely notifications, stay informed about train schedules, and seamlessly board trains during leisure trips.



**Dinesh Rajapaksa**

**Age:** 45

**Occupation:** Business  
Owner

**Demographics:** Male,  
urban resident

#### **Needs and Pain Points:**

- Frustrated about inconvenience due to unable to reschedule the tickets smoothly and expect a smooth reliable and efficient rescheduling option for the missed trains or in case of changes in the travel path.
- Wants a flexible way to handle multiple bookings for different travel needs at the same time with an easy to use user friendly mobile application.
- Needs to book tickets for both outbound and return journeys separately with a different number of travellers.

#### **Goals:**

- Ability to quickly and easily reschedule tickets in case you have to adjust travel plans or miss a train.
- Booking separate tickets for the outbound and return journeys to accommodate different number of passengers.



**Priya Fernando**

**Age:** 22

**Occupation:** University Student

**Demographics:** Female, rural resident

#### **Needs and Pain Points:**

- Uncertainty in train schedules and delays affecting the travel plans. Therefore need to track live train locations and receive real time updates.
- Needs to access detailed information about train statuses and platform details.
- Wants a user friendly train tracking system to track train information easily for a smooth travelling experience.

#### **Goals:**

- To know train schedules and delays early so that it will be helpful when planning the journey and prevent from unwanted rescheduling of tickets.
- Receive live locations and delays in trains and also estimated arrival time.