

# Requirements Analysis – Customer Journey

Stage	Citizen Experience	Pain Points	Opportunities
Pre-Budget	Expectation from policy announcements	Lack of transparency	Public awareness dashboards
Announcement	Watches budget speech	Complex terminology	Simplified digital summaries
Post-Budget	Adjusts spending/investments	Inflation concerns	Tax calculators & tools
Long-Term Impact	Evaluates benefits	Slow policy execution	Transparency portals

