

Problem Statement (PS)	I am (Railway department)	I'm trying to	But	Because	Which makes me feel
PS-1	Customer facing medical emergencies	Provide good medical facilities at the required time	I cannot provide important medical instruments and medicines.	During travel we cannot carry all the medical necessities with us .	Uncomfortable to provide necessary medical facilities to the customers.
PS-2	Customers facing issues who are physically challenged .	Provide comfortable and easy travel for them.	In many cases I cannot provide comfortable and easy travel for them.	I cannot provide better seating and restroom facilities in some cases.	bad in case of arranging comfortness in the seatings of some physically challenged peoples.