



Fig. 3. The sequence of events in a typical emergency situation is given as screen shots. a) A lady passenger accesses “My Need” application b) The passenger enters her PNR number c) The passenger’s coach number and set number are correctly displayed in the application d) Another passenger, who is also a doctor enters his PNR number e) The doctor wishes to help during an emergency f) The doctor registers with “My Need” application g) Confirmation message to the doctor h) An emergency situation occurs with the passenger, and she decides to call for a doctor i) The passenger confirms her emergency j) The application search for the availability of a doctor in the train k) Money is deducted from the passenger mobile to send SMS to doctor l) The SMS appears in the doctor’s mobile phone=