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| 1. Lack of crowd management features to avoid congestion. | 1. Introduce smart crowd monitoring systems and increase train frequency during peak hours. |
| 1. No option to check mobile balance offline or recharge metro cards. | 2. Set up offline kiosks and enable USSD or SMS-based recharge options. |
| 3. Inadequate safety features, options, and reporting systems. | 3. Deploy emergency buttons, AI-based monitoring, and app-based reporting systems. |
| 4. Unintuitive and poorly designed user interfaces in apps. | 4. Redesign apps with a user-friendly, multilingual, and accessible interface |
| 5.Difficulty in planning trips without route optimization tools | 5. Integrate live tracking and route optimization features into apps. |
| 6. Issues with virtual IC cards. | 6. Enhance security, enable offline functionality, and improve customer support. |
| 7.Lack of student opportunities and career facilities. | 7. Offer student discounts, internships, and job-oriented training programs. |
| 8. No online ticketing system. | 8. Develop a platform for online ticketing with QR codes and contactless payments. |
| 9. High ticket prices. | 9. Introduce subsidized passes, seasonal discounts, and off-peak hour pricing. |
| 10. Need for enhanced safety measures. | 10. Install AI-powered surveillance, improve station lighting, and conduct safety drills. |