*User Story*

**Grievance Cell for the Metro Rail Transportation system called ‘Q’ in the city of Foston.**

*Description***:**

There exists a twitter handle for people to put up their grievances regarding the everyday metro rail transportation system. The users can tag the twitter handle and raise complains and the system takes care of assessing the intensity of the problem, authenticity of the user, score of the user and orders the problem and divert it to the respective authority for further action.   
  
Flow of events

* User raises concern over twitter tagging the twitter handle.
* Application asses the tweet and identify the intensity of the problem
* Application adjusts the intensity based on the rating of the user who raised the concern and assigns a rating to the problem
* Application places the problem in the respective bucket according to its score
* It triggers an email to the respective authority/department. *<and auto-replies to tweet>*

*User Stories***:**

* as a commuter, I should be able to raise complains on cleanliness of the metro rail
* as a commuter, I should be able to get the metro rail function according to its designated timing
* as a commuter, I would like to inform the authorities about the peak hours and request more coaches
* as a commuter, I would like to report theft and expect action while I travel in the metro rail
* as a commuter, I should be able to report misbehavior on the metro rail
* as a woman, I should be able to raise safety concerns at the metro rail

<as a traveler, I would like to get immediate response to my queries >