

## KEY ACTIVITIES



- AI-Based Complaint Categorization and Resolution:
- Integration with Rail Madad Platform:
- Real-Time Issue Tracking:
- Predictive Maintenance:
- Partnership Management:

## CUSTOMER SEGMENTS



- Primary Users
- Railway Staff and Managemant
- Railway Authorities
- Indian Railway Partenrs

## KEY PARTNERS



- Indian Railways
- Ai Technology Provider
- Maintanance and Service Vendors
- Goverment Digital Initiatives

## VALUE PROPOSITIONS



- Faster and Efficient Complaint Resolution
- Predictive Maintenance
- Increased Operational Efficiency
- Real Time Emergency Handling
- Transperency and Accountability

## KEY RESOURCES



- AI & ML Models
- Skilled Personnel
- Data Infrastructure
- Complaint And Feedback Database

## CHANNELS



- Mobile and Web Application
- SMS and Chatbot Integration
- Social Media Aggregation

## CUSTOMER RELATIONSHIP



- Automated Acknowledgenmt and Followups
- Personalized Feedback Collection
- AI Driven Insights
- Helpdesk Support

## COST STRUCTURE



- Development and Integration
- Data Storage and Processing
- Model Training and Updates
- Maintanance and Support
- Marketing and Awareness Campaigns

## REVENUE STREAM



- Indian Railway Funding
- Service Contracts with Third Party Vendors
- Subscription Fees for Advanced Analytics
- Cost Saving through Automation