The Transit service quality has remarkably influenced the commuter’s opinions and choices. The best experience of the passengers would tempt them to repeatedly use the services, while problems encountered by them would discourage them to use transit services the next time. Therefore, persistent improvements in service quality are important for keeping the regular commuters happy and satisfied and for attracting new ones. Furthermore, a service delivery inherited with enhanced quality assures a healthy competition amongst the transit agencies, thus, the passengers avail benefits of superior services. So, to accomplish this, transit agencies should evaluate their performance. The study demonstrates the application of the SERVQUAL model in DMRC. It also explores the relationship between service quality and customer satisfaction in a public transit setup. This is an exploratory of metro services in Delhi, Divided into seven sections.

It begins with an introductory chapter highlighting the linkage between Quality, TQM, Service Quality, SERVQUAL, Customer Satisfaction and Transportation Sector. The chapter then highlights the significance of the study. It then contemplates on the Research Methodology adopted for the study, which speaks of the research design, research gap, objectives of the study, hypothesis formulated, conceptual framework, population, Sample Framework, Sampling Technique, Questionnaire development, Data Collection and the Limitation of the Study.

The second chapter is dedicated to the review of the literature that synthesizes and highlight the varied researches and studies conducted in the field of Quality, Total
Quality Management, Service Quality, Customer Satisfaction, And Transportation Sector. The review begins with giving prominence to the studies conducted in past related to the inter linkage between the Quality and Total Quality Management and Service Quality as the inherent part of TQM. It also brings to light the key aspects of the SERVQUAL model and its application in the service sector. It also focuses on the customer insight of quality as a crucial parameter of their buying options and the attained customer satisfaction. The chapter also highlights the studies on how passengers of public transport give value to the quality factors, Nonetheless, there are not significant studies about service quality application and satisfaction in public transports, specifically in metro services.

The third chapter proceeds to introduce DMRC, highlighting the scenario of transportation sector of the country and the need for a need for a transit system it then gives a picture of DMRC by giving an introduction of the corporation, briefing about vision and mission statements, the origination structure, the decision making bodies in DMRC, the structure of remuneration, Current routes comprising of the Redline, yellow line, blue line, violet and green line, the funding patterns, ridership, sources of revenue and profits in DMRC.

The fourth Chapter boasts about Dimensions of Service Quality, the chapter focuses on introducing the services and service marketing concepts and further elaborates on service marketing mix namely: product, price place promotion, people, process and physical evidence. It then gives prominence to the concept of service quality and the service quality model called SERVQUAL being a key element of the service industry, as the biggest challenge is to provide services in sync with the expectations of the
customers which has become a complex task as the expectations and needs of
customers are diverse and ever-changing, the chapter then highlights the application of
service quality in service sector and specifically the transportation sector.

Chapter fifth contemplates on the demographics and DMRC. In this chapter the two
demographic variables namely, Age and Gender have been focused by studying the
relationship between the them and the overall perception of and Delhi Metro usage.
Test of normality was applied to ascertain that that data was normally distributed. The
Chi Square test was applied to establish the relationship between the demographic
variables and the perception of metro usage.

The sixth chapter exposes the application of factor analysis and service Quality in
DMRC. it highlights that an ANOVA was conducted by using service quality as
dependent variable against the demographic variables. The Chi-square test was applied
to establish a significant association between over all perception of Delhi Metro usage
and the Age and Gender. The scale items were analyzed in terms of reliability and the
response data checked for invalidity before analysis of the data was conducted.
Cronbach’s Alpha was used in this research to assess internal consistency reliability of
the 48 scale items of the questionnaire. Regression Analysis was conducted to ascertain
the impact of service quality on customer satisfaction.

The last chapter begins with highlighting the chapter wise summary of the thesis
followed by the main conclusions and discussions, it then moves on to the key findings
of the research and discussions of possible implications directed to The DMRC and The
commuters trailed by suggestions for further research.