ANNEXURES

QUESTIONNAIRE ON DELHI METRO

Age :

☐ 14 – 18 Years

☐ 18 – 30 Years

☐ 30 – 40 Years

☐ Above 40 Years

Gender:

☐ Male

☐ Female
<table>
<thead>
<tr>
<th>S.No.</th>
<th>Particulars</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Adequate feeder bus services are available.</td>
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<td>2.</td>
<td>There should be connectivity to all major railway stations.</td>
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<td>3.</td>
<td>Connectivity to the airport is very useful.</td>
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<td>4.</td>
<td>Frequency of Delhi Metro is sufficient.</td>
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<td>5.</td>
<td>Delhi Metro should provide services at night.</td>
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<td>6.</td>
<td>Delhi Metro service is available on weekends.</td>
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<td>7.</td>
<td>Delhi Metro helps in reducing the overall time of journey.</td>
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<td>8.</td>
<td>Delhi Metro is economical.</td>
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<td>9.</td>
<td>Delhi Metro should provide services on public holidays.</td>
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<td>10.</td>
<td>There is sufficient number of token counters at the stations.</td>
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<td>S.No.</td>
<td>Particulars</td>
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<td>11.</td>
<td>Smart card facility is easily available.</td>
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<td>12.</td>
<td>There is automatic fare collection system.</td>
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<td>13.</td>
<td>There are no CCTV cameras at the stations.</td>
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<tr>
<td>14.</td>
<td>Frisking at stations makes you feel safe.</td>
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<td>15.</td>
<td>Separate coaches for women are available.</td>
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<td>16.</td>
<td>Delhi Metro is less prone to breakdowns.</td>
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<td>17.</td>
<td>Lighting at stations is sufficient.</td>
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<td>18.</td>
<td>Proper lighting is not there in coaches.</td>
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<td>19.</td>
<td>Delhi Metro provides easy parking facility.</td>
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<td>20.</td>
<td>Escalators are available at the stations</td>
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<td>21.</td>
<td>Delhi Metro is not easy to board.</td>
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<td>Particulars</td>
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<td>22.</td>
<td>Automatic doors in the coaches are very convenient.</td>
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<td>23.</td>
<td>Delhi Metro station is near to your home.</td>
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<td>24.</td>
<td>Seats are reserved for handicapped people in Delhi Metro.</td>
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<td>25.</td>
<td>Seats are reserved for senior citizens.</td>
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<td>26.</td>
<td>AC in the coaches is very effective.</td>
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<td>27.</td>
<td>There are proper sheltered waiting areas.</td>
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<td>28.</td>
<td>Delhi Metro has sufficient seating arrangements for commuters.</td>
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<td>29.</td>
<td>The staff is friendly.</td>
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<td>30.</td>
<td>Delhi Metro coaches should have washrooms.</td>
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<td>31.</td>
<td>Delhi Metro maintains good standards of cleanliness at stations.</td>
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<td>32.</td>
<td>Delhi Metro coaches are not very clean.</td>
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<td>33.</td>
<td>Delhi Metro has proper mobile network.</td>
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<td>34.</td>
<td>Route maps are well displayed at stations.</td>
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<td>35.</td>
<td>Delhi Metro has insufficient standing arrangements for commuters.</td>
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<td>36.</td>
<td>The staff is informative.</td>
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<td>37.</td>
<td>Announcements in both languages are properly done.</td>
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<td>38.</td>
<td>Delhi Metro provides timely information about delays.</td>
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<td>39.</td>
<td>Delhi Metro does not provide correct information on cancellations.</td>
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<td>40.</td>
<td>Delhi Metro has a good Lost and Found service.</td>
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<td>41.</td>
<td>Display Screens in the coaches provide correct information.</td>
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</tbody>
</table>
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176 | P a g e


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# ABBREVIATIONS

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>AC</td>
<td>Air Condition</td>
</tr>
<tr>
<td>AFC</td>
<td>Automatic Fare Collection</td>
</tr>
<tr>
<td>ATO</td>
<td>Automatic Train Operation</td>
</tr>
<tr>
<td>ATP</td>
<td>Automatic Train Production</td>
</tr>
<tr>
<td>BEP</td>
<td>Break-even Point</td>
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<tr>
<td>BRT</td>
<td>Bus Rapid Transit</td>
</tr>
<tr>
<td>CAPM</td>
<td>Capital Asset Pricing Model</td>
</tr>
<tr>
<td>CBA</td>
<td>Cost Benefit Analysis</td>
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<tr>
<td>CCIP</td>
<td>Control-cum-Indication Panel</td>
</tr>
<tr>
<td>CCTV</td>
<td>Closed Circuit Television</td>
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<tr>
<td>CFA</td>
<td>Confirmatory Factor Analysis</td>
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<tr>
<td>CNG</td>
<td>Compressed Natural Gas</td>
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<tr>
<td>CRRI</td>
<td>Central Road Research Institute</td>
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<tr>
<td>CVP</td>
<td>Cost Volume Profit</td>
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<tr>
<td>DAMEL</td>
<td>Delhi Airport Metro Express Pvt. Limited</td>
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<tr>
<td>DCB</td>
<td>Delhi Cantonment Board</td>
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<tr>
<td>DCC</td>
<td>Depot Control Centre</td>
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<tr>
<td>DCF</td>
<td>Discounted Cash Flow</td>
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<tr>
<td>DDA</td>
<td>Delhi Development Authority</td>
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<tr>
<td>DMRC</td>
<td>Delhi Metro Rail Corporation</td>
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<td>DTC</td>
<td>Delhi Transport Corporation</td>
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<td>EDS</td>
<td>Explosive Detection Systems</td>
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<tr>
<td>Abbreviation</td>
<td>Full Form</td>
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<tr>
<td>EFA</td>
<td>Exploratory Factor Analysis</td>
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<td>EMU</td>
<td>Electric Multiple Unit</td>
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<td>GC</td>
<td>General Consultants</td>
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<td>GDP</td>
<td>Gross Domestic Product</td>
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<td>IGI</td>
<td>Indira Gandhi International Airport</td>
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<tr>
<td>IMMRTS</td>
<td>Integrated Multi-Modal Mass Rapid Transport System</td>
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<tr>
<td>IRR</td>
<td>Internal Rate of Return</td>
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<td>Kundli-Manesar-Palwal Highway</td>
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<td>KSRTC</td>
<td>Karnataka State Road Transport Corporation</td>
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<td>LATS</td>
<td>Local Area Train Supervision</td>
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<td>LRMT</td>
<td>Light Rail Light Metro Transit</td>
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<td>LWR</td>
<td>Long Welded Rails</td>
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<td>MCA</td>
<td>Multi Criterion Analysis</td>
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<td>MCD</td>
<td>Municipal Corporation of Delhi</td>
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<td>MRTS</td>
<td>Mass Rapid Transport System</td>
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<td>MSA</td>
<td>Measure of Sampling Adequacy</td>
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<td>MTT</td>
<td>Metropolitan Transport Team</td>
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<td>NCR</td>
<td>National Capital Region</td>
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<td>National Highway</td>
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<td>Net Present Value</td>
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<td>OCC</td>
<td>Operations Control Centre</td>
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<td>OHE</td>
<td>Over Head Equipment</td>
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<td>O&amp;M</td>
<td>Operations &amp; Maintenance Cost</td>
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<td>PI</td>
<td>Profitability Index</td>
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<td>Public Information Display System</td>
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<td>Public Private Partnership</td>
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<td>RDSO</td>
<td>Research Design and Standard Organisation</td>
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<td>RITES</td>
<td>Rail India Technical and Economic Service</td>
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<td>USFD</td>
<td>Ultra-Sonic Flaw Detection</td>
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<td>VVVF</td>
<td>Variable Voltage Variable Frequency</td>
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<td>WACC</td>
<td>Weighted Average Cost of Capital</td>
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LIST OF PUBLICATIONS

1. AN INVESTIGATION OF FINANCIAL ANALYSIS OF DELHI METRO & FACTORS INFLUENCING RIDERSHIP.

2. DELHI METRO: A SOLUTION TO THE PROBLEM OF CONGESTION AND POLLUTION IN THE MODERN CITY LIKE DELHI
   International Journal of Management Research and Trends
   Volume – 4/Issue 2/2013/ISSN-0976-9781

3. DELHI METRO: REDUCING DEPENDENCY ON PRIVATE TRANSPORT
   “Make In India” Through Sustainable Development: Achieving Inclusive Growth