

ANNEXURE

A Study of Services Offered and Travellers Satisfaction with Indian Railways

CONFIDENTIAL

Respected Respondents,

The purpose of conducting this research is to examine the existing services offered at Indian Railway Platforms of Jhansi, Agra and Allahabad Junctions. This research will investigate the determinants and levels of travelers satisfaction achieved by utilizing the services of platforms. This study also suggests measures to enhance the quality of services at platforms of Jhansi, Agra and Allahabad.

Statements included in the schedule are measured on a five point response scale as under:

Indicate your level of Satisfaction by marking a tick mark in the appropriate column against each item. That is, if you are highly satisfied for the statement, then mark in column 1; if you are satisfied, then mark in column 2; if you are neutral, then mark 3; if you are dissatisfied, then mark in column 4; if you are highly satisfied then mark in column 5. It is requested to answer each statement included in the schedule. For the successful completion of the study your cooperation is very important, therefore kindly reply to each statement after due consideration. I assure that the information imparted by you shall be kept CONFIDENTIAL and would be used purely for academic purpose.

Yours sincerely,
Shilpi

Survey Questionnaire

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Please indicate your level of Satisfaction by marking a tick mark in the appropriate column against each item.

S.No	Variables	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
1.	sufficient surface of platform					
2.	Sufficient and comfortable Seating arrangement					
3.	Availability of power					
4.	Hygiene and Sanitation					
5.	Availability of lightings					
6.	Availability of fans					
7.	Facilities of Drinking water					
8.	Facility of Waiting hall/ Separate for Male and Female is satisfactory					
9.	Clarity of information given in time tables					
10.	Clarity of information Display at stations					
11	Display of Reservation Chart					
12	Clarity of announcement					
13	Accuracy of announcement					

14	Frequency of announcement					
15	Digital Display					
16	Computerization at the station has led to better customer services					
17	Public address system on platforms are visible					
18	Staff Sincerity in Services					
19	Willingness of the staff (including TTE, booking Clerk Police and RPF etc) to respond					
20	Behavior of Porter, Sanitary workers					
21	Promptness of Railway staff in satisfying the request					
22	Management of parking					
23	Catering and Refreshment Facility/ Refreshment Stalls available at Platforms					
24	Quality of catering and refreshments					
25	Affordability of refreshments					
26	Cloak room are properly maintained					
27	Facility of Touch screen terminal enquiry					

28	Tourist information counter is functioning well					
29	ATM, Postal and Telegraph services are available in the station					
30	Medical facility provided on time					
31	Shelter shades are properly maintained on all the platform					
32	Facilities like self help trolleys, stretchers, book stalls, medicine stalls are available					
33	Railway Foot over bridge maintained in good condition					
34	Complaint handling System					
35	Security baggage check Counters					
36	Safety of passenger at transit area					
37	Security of luggage					
38	Proper disposal of railway cargo/ goods					
39	Providing help in theft and accidental situation					
40	Toilets facilities at platform					

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Interview schedule

I. Personal Data:

- 1) Name of the passenger:
- 2) Age: a) below 30 b) 31-60 c) above 60
- 3) Gender: Male / Female
- 4) Educational qualification: a) Illiterate b) School Level c) Graduate
d) Post –Graduate e) Professional
- 5) Marital Status: a) Married b) Unmarried
- 6) Occupation: a) Student b) Employed c) Professional
d) Business e) Others (Specify)
- 7) Residence: a) Rural b) Urban.
- 8) Monthly Income: a) below Rs.10000 b) Rs.10001 – 30000
c) Rs. 30001-50000 d) above Rs. 50000

II. Travel Details:

1. How often do you travel by Train?
 - a) Daily b) Weekly c) Monthly d) Half- yearly
 - e) Yearly f) Occasionally
2. Main purpose of Travel:
 - a) Official b) Business c) Education d) Personal
 - e) Tourism f) Family g) Vacation h) Pilgrimage i) Sports
3. In which class do you travel normally:
 - a) 1A-AC First Class b) 2A-AC2 Tier c) 3A-AC 3 Tier
 - d) 3E-AC 3 Tier economy e) FC- First Class f) SL- Sleeper Class
 - g) XC-AC Executive chair car h) CC-AC Chair car i) 2S- Second class chair car
 - j) GS-General Class
4. Average Distance Travelled in a month:
 - a) less than 250 km b) 250-500km c) 1000km d) more than 1000km
5. How do you get your Ticket booked?
 - a) Current booking b) Reservation through counter
 - b) IRCTC Portal d) Application based ticket
6. Reason for preferring the Rail Transport:
 - a) Comfortable b) Cost- effective c) Convenient