CHAPTER 6
CONCLUSIONS AND SUGGESTIONS

6.0 Introduction of the Problems faced by Service Users

In the present global economy, Railways contribute significantly in the growth and development of the nation. IR acts as one of the popular, cheapest and most convenient mode of transport for a large population covering long distances and suburban traffic.

IR play a crucial role in making the life of the citizen’s more comfortable over long distances and hence strongly promotes national integration. IR acts as a link in making the world a global village by removing isolation between big cities and hinterland. The Railways also extend support in overcoming natural calamities such as floods, famines etc and man-made disasters such as political, social and religious disturbances. It also allows easy movement of police, defence equipment etc during the national emergencies. Thus, the role of IR cannot be ignored in the day-to-day lives of the people.

Over the years, IR has also grown quantitatively as well as qualitatively. But the fast changing technology, modern life style, population explosion, political interference, high expectations of the people from administration, high inflation rates etc have led to increased complexity in the working of administration. As a result, the government fails to discharge its duties promptly and meet the expectations of the people in various fields. This has adversely affected the relationship between the people and the administration.

In the emerging trends of the modern welfare state, Indian Railways has also been facing numerable challenges. On the other hand, Passengers too face different problems during their journey. They expect some standards of service from the department of IR for which they pay. Thus, not only Service Users but Service Providers also face various problems. They also expect cooperation
and understanding from passengers in turn.

In this regard, Citizen’s Charter plays a significant role for both i.e the Service Users and Service Providers. The present study has been conducted to evaluate the efficacy of Citizen’s Charter as a tool to improve the services and accountability of the Railways towards the citizen’s.

During the course of study, it has been found that there are several drawbacks and deficiencies in the working of IR which can be improved with some planned and cooperative efforts.

6.1 The Findings and suggestions

IR plays a major role in the day to day life of the passengers. Being the popular mode of transportation for the general public over long distances, the journey of IR should be hassle free and comfortable for the people.

But while traveling through this mode of transport, both the Service Users as well as the Service Providers face various difficulties in one way or the other which result in shaking the trust of citizens on administration. Administration is also discouraged to make investments for the services due to problems like lack of understanding, absence of civic sense and social responsibility among passengers etc (e.g Tejas Express case). Many incidents are highlighted in the channels and newspapers related to Indian Railways in terms of catering, corruption, safety, cleanliness, irresponsible behaviour of Railway officials, lack of civic sense etc.

In 2015, Central Vigilance Commission (CVC) received comparatively less complaints as against the complaints received in 2014. “The numbers of complaints received by the CVC in 2015 were 50 per cent less than a total of 62,363 received by it in 2014. The CVC had got 31,432 and 37,039 complaints of alleged corruption during 2013 and 2012 respectively, the report said “

Also, “There has been an increase by 67 per cent in corruption complaints received against various government departments with the Railways topping the list with over 11,000 such plaints, the Central Vigilance Commission (CVC) has said”.  

Further, “Giving details, the CVC said highest of 11,200 such complaints were against railway employees. Of these 8,852 were disposed and 2,348 were pending. Further, a total of 1,054 complaints against railways employees were pending for more than six months”. 

“The Comptroller and Auditor General (CAG) of India has said in its audit report that the food served by the Indian Railways to its passengers is unfit for consumption by humans.

The CAG has pointed out several loopholes in managing the catering services. It has pulled up the Railways for mismanagement of catering services, poor quality food and monopolisation that has led to compromise in quality.”

In terms of the major problems, safety also occupies a critical position and is a very sensitive issue emerging in the present times. As per the information in Hindusthan Times,

“Launched with much fanfare from Mumbai’s Chhatrapati Shivaji Terminus last week, the Tejas Express boasts of impressive frills and features as automatic doors, nine-inch infotainment screens for every seat, beverage vending machines, vacuum bio-toilets, touch-free water taps and a secured gangway. But the manner in which some of the travellers behaved was in extremely bad taste. The toilet facilities were stinking within an hour of the journey beginning as people left a mess with no thought for hygiene or respect for fellow travellers.”

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115 ibid
116 ibid
When the train returned to Mumbai from Pune, the staff realised some passengers had tried to yank the customised LCD screens off, by pulling on the hinges. At least 12 of the high-quality headphones provided for infotainment screens were missing. Some of the screens were found to have been scratched. The quantity of litter was enough to shock even railway officials who are quite used to our less than civic standards in public places. When the government provides efficient and comfortable means of connectivity, the public has no right to trash it. In fact, the railways should enforce much stricter penalties for vandalising trains and littering.”

Thus, even if the administration takes initiatives to make the journey of the passenger’s comfortable, people take it for granted and do not use the public property in a responsible manner. During the first journey of India’s first high-speed luxury train, it was used carelessly by the passengers as it has been vandalised. If the anti-social behaviour seen on the Tejas Express continues, only the railways or any other public or private sector organizations cannot be blamed alone for lack of interest to invest in amenities for its Service Users which are difficult to guard and maintain. The coordinated efforts are required from both sides.

A lizard was found in the food served to a passenger onboard the Poorva Express today morning. The incident was noticed soon after the passenger complained about it to the railway minister on Twitter. The railways have ordered a probe into the incident.

According to the CAG report, “The report said that the articles that are being provided at railway stations and in trains were unfit for human consumption.

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119 Jose, Bijin (2017): “Lizard found in food served onboard Poorva Express, railways order probe”, IndiaToday.in, New Delhi, July 26, 2017
Fruit juices, biscuits and flavoured milk being sold at railway stations were found to be unsuitable for human consumption in the inspection by CAG team.\(^{120}\)

Security is also one of the sensitive issues of Indian Railways. Since a few years, there has been rise in the rail accidents. Fig 6.1 shows the accidents occurred in Indian Railways in the past five years.

Fig 6.1\(^{121}\)

![Consequential Train Accidents per year](image)

The accidents are caused due to many factors such as collisions, derailments, unmanned level crossings, old tracks, less monitoring of the movements and working of tracks, fire etc. (Fig 6.2) People are now afraid to opt Indian Railways as their first choice and thus are shifted to other means of transportation even for covering a part of their journey.

\(^{120}\) ibid

On the whole, all the factors are inter-related and adversely affect the contribution of Indian Railways in the national growth and development of our country globally. Thus, keeping in view the importance of the role of Citizen’s Charter as a tool to improve the efficiency, quality and effectiveness in the working of administration (i.e Railway Administration), the present study is a sincere endeavour to find the level of awareness of CC among Service Users and Service Providers and find their satisfaction level with the services of Indian Railways in general and Northern Railways in particular.

During the research study, the findings based on Hypotheses conclude;

**Hypothesis 1: “There is awareness of services among Service users and Service providers”**

As a large number of people travel through IR, they use different types of services during their journey as per their needs. As such, they face different experiences during the course of their journey. Most commonly used services among the users are reservation, cancellation of tickets, booking, drinking

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122 ibid
water, waiting, refunding, toilets, catering, e-ticketing etc. During the course of study, it was observed that public is largely aware of the majority of services being offered by IR. Moreover, the quality and type of services differ according to the choice of AC/Non-AC as well as first/second/third class reservation of seat.

As per the study, it has been observed that there is awareness of the services among Service Providers also. They also come across different problems while dealing with the customers. According to them, they too have a very stressful job and have to face different kinds of passengers with different use various services while their journey and satisfy their needs. Hence, they have to be aware of the other services also which they have not used as they have to guide the passengers. In turn, they expect cooperation and understanding from the customers.

SUGGESTIONS

During the course of research study, following suggestions were received by the respondents (Service Users and Service Providers) during interviews which can enhance their travelling experience. It will further be appreciated if:

1. The service users are updated from time to time about the new services introduced (e.g Wi-Fi, e-catering, “clean my coach” etc)
2. Quick Response to emergencies/complaints conveyed through social media like twitter, face book etc
3. Awareness of the new initiatives taken by the Railway Administration to make the journey of passengers more comfortable
4. Awareness of the changes done in the existing services
5. The increase in the charges of various services
6. Display of availability of various services at various stations/platforms/trains in a systematic manner
7. Display of services out of order and the time period for which they will be not available

8. The availability of price list and items provided in the trains/platforms

9. The food served in the trains should be optional and should not be included in the tickets

10. Entry of only authorized vendors to provide quality items/services to the customers/passengers so that they held accountable to maintain proper hygiene and quality of their products/services failing which they can be penalized

11. Proper and regular supervision of various services should be focused upon

12. Restricted entry to the platforms and it should be regulated strongly using metal detectors, installation of sufficient number of CCTV cameras to put a check on the platforms and the stations to put a check on the defaulters and RPF Personnel should be deployed to instill the feeling of safety and security in the passengers

13. Certain standards of cleanliness should be benchmarked

14. More dustbins should be installed and be cleaned regularly

15. Platforms should be clean and presentable

16. More benches should be installed on the platforms

17. Clear and systematic route map of the railway station with directions should be displayed at the entrance of the railway stations/platform

18. The announcement system should be more clear and audible, the arrival and departure time of trains should be announced in a pleasant manner

19. Railway tracks and nearby areas of the railway stations should be cleaned regularly. There should be a strict ban on using railway tracks as toilets. Hence, provisions should be made accordingly.

20. Regular monitoring and periodic replacement of the tracks to reduce the number of accidents
21. Fresh fruits and other variety of food items should also be available on the platforms/at the railway stations
22. Availability of medicines and doctors at the stations at reasonable charges
23. Availability of wheel chairs and stretchers for the movement of patients etc.
24. Surprise checks should also be done by the senior officials
25. More supervisors should also be employed for various services and should be accountable for their work to the higher officials. Regular reports should be maintained including checklist of various responsibilities covering their actions and the performance of the supervisors work.
26. More awareness campaigns should be done to develop the civic sense in the public as an integral part of their social responsibility. Defaulters should be punished accordingly
27. Periodical safety audits should be exercised
28. Various safety measures should be adopted
29. Various responsibilities/behaviour as expected from the passengers should be made clear through posters, catalogues, display boards, sms and other means of social media etc to develop sense of accountability among users
30. Regular cleaning of trains to avoid rats and cockroaches in the trains and pantry

Though these facilities are anticipated to be available and provided by IR, but practically, they fall beyond the reach and expectations of the Service users. Such study should be repeated from time to time and results communicated to Senior Railway Officials.
Hypothesis 2: “There is more awareness of services among relatively higher educated people”

Taking into consideration the area for the research study, the sample population was taken on random basis from passengers at the railway stations. But it was restricted to those who showed inclination to cooperate (about 20% of those approached) as each interview lasted between 15-25 minutes. It was observed that the Service Users and Service Providers who were aware of CC of Indian Railways or have heard about the concept of CC were highly educated and Professionals with Post Graduation degrees and above. In general, there was more awareness among the highly educated and Professionals as well as tech savvy passengers of the existing services/new services introduced. Also, they were in better position to use the services of IR and convey their concerns to the railway authorities and demand quality services.

SUGGESTIONS

All groups of people among Service Users travel through IR. In general, they are concerned with those services which they use during the course of their journey. The educated are aware of the fact that for whatever services they get (including catering), they pay for it directly. Hence, they don’t hesitate to raise their voice and demand the quality services from the public organizations for which they pay.

But with the past experience, the common man and other strata are left with no option other than to tolerate everything as it comes their way. Thus, efforts should be made to create more awareness about CC through various ways such as awareness campaigns, social media, posters, announcements, display boards, catalogues, sms, etc. The higher and more educated Railway Authorities among the Service Providers are too aware of majority of the services of IR. It will help the officials to be more responsive to the needs of the general public and improve the overall efficiency of the railways.
Hypothesis 3: “Majority of people are aware of Citizen’s Charter of Northern Railways”

Since a long time, the people were not happy with the working of government as it failed to match with the increasing expectations of the people. It was high time to reshape the traditional working style of administration using various initiatives. In 1998, Citizen’s Charter initiative as a part of Administrative Reforms was introduced in India in various departments such as Indian Railways, Posts, Public Distribution System, Telecommunication, Ministry of External Affairs etc. It aimed to bridge the gap between the citizen’s and the government and provide them qualitative and time-bound services thereby restoring the trust of citizen’s in their government.

This Research study was carried out with the objective to improve the citizen-administration relationship (Service User-Service Provider relationship) to bring back the trust of citizen’s in government.

It was hypothesized that after so many years of its existence in India, more people are aware of the Citizen’s Charter of Indian Railways/ Northern Railways. But the observations from the results reveal that the majority of people are still not aware of the term Citizen’s Charter (CC) as well as CC of Indian Railways/Northern Railways. Even if they are aware of the concept of CC they could not correlate CC with the Indian Railways. They remained ignorant of CC of Indian Railways. Also about half of the sample population among the Service Providers is aware of of the term and concept of CC of IR.

If implemented properly, the role of CC as a tool of Good Governance cannot be ignored to bring transparency, responsiveness and efficiency in the working of Railway Administration. Hence, the initiative should be taken by the Railway Department strongly to create awareness about CC among the service users by making it available publicly. It is available only in the “Time-Table” of IR or website. Most of the people do not purchase the “Time-Table”
inspite of the fact that its cost is very nominal. At railway stations, only some basic services are mentioned on the board, with no timely upgradation.

Hence, **CC** should be displayed at the prominent places at the railway stations and on platforms. It should exhibit various services provided by **IR**, the time period of services available, the name and designation of concerned persons with contact numbers, place and time of availability of the concerned authorities directly related with passenger services. The **CC** document includes the basic minimum standards of services provided by the particular organisation/department and the time period within which the avenues of grievance redressal can be expected from the end of Service Users. During the course of their journey, more time of the passengers is spent on trains/railway stations. So, considering the priority of the needs of the passengers, **CC** document should also be revised and upgraded from time to time incorporating the suggestions of the passengers through regular feedback.

Moreover, **CC** and its use can also be widely publicised through other modes such as catalogues, awareness campaigns, pamphlets, mobile messaging, Led-display boards, workshops for the railway officials, meetings with various groups of passengers such as senior citizens, women, students, special category persons (patients/sports person/physically disabled/poor/doctors / army/government officials on duty etc) to access the particular needs, announcements about the use and importance of **CC** etc. The officials should also be assigned defined roles in ensuring proper implementation of the **CC** Programme and be made accountable towards the Service Users. Proper professional training and orientation programmes should be organised periodically. They should be regarded as mandatory and an integral part of the Railway administration and suggestions be taken from them to analyse the impact and effectiveness of **CC** in improving the standards of services of **IR**.
Hypothesis 4: ‘It is hypothesized that the Service Users and Service Providers are satisfied with services provided by Northern Railways w.r.t Citizens Charter’

For any organization to be successful, the satisfaction of its customers and the feedback from them to overcome the deficiencies play a key role. \textit{IR} is regarded as one of the largest national asset of our nation contributing to its economic development. Since a large population with different age groups among Service Users and Service Providers opts for this mode of transportation especially over long distances, it is the social responsibility of the Railway Department to cater to the basic needs of its users. But over the years, there has been a decline in the contribution of \textit{IR} towards national GDP.

The services used by the passengers during their journey cover a wide range of services from the beginning to the end of their journey including booking, reservations, catering, waiting on the platforms, drinking water, use of washrooms, poor announcement system etc. They gain different experiences during their journey which either enhances the quality of their experiences with \textit{IR/NR} or worsens it on the whole. Keeping pace with time, the \textit{IR} have also adopted new technology and taken several initiatives to make the journey of passengers more comfortable and hassle-free thereby improving \textit{IR} and increase its share in the economic development. Hence, it was assumed that the passengers might be satisfied with its services.

But on approaching the respondents, the dark side of \textit{IR} was revealed. Inspite of having advancements in the field of Railway Department, the available resources (man power, financial and other man-made resources) were not utilized judiciously to bring to its maximum benefits. The majority of Service Users showed unsatisfactory bias and were unhappy with its services. Also, the passengers who opt for first or second class AC reservations faced less difficulty and are more satisfied with the services provided by \textit{IR}. The problems faced are more among the passengers who prefer Non-AC reserved seats, or sleeper class or general class.
Inspite of various steps taken by the department of IR, the passengers were still facing numerable problems during their journey. Some of the problems faced by them are as follows:

- Poor quality and limited variety of food stuff provided in trains/ at stations
- Over-priced items available in trains/on platforms
- A large number of beggers roaming and begging on the platforms/stations and many have occupied the spaces for living
- Irresponsible behaviour of the railway officials towards the customers and their duties
- Less man-power
- Non-availability of IR own Rail Neer packaging water and easy availability of unknown brands as well as unsealed drinking water with caps held in place by sticky tapes many a times
- Non-operatable escalators
- Foul smell coming from tracks and nearby areas of railway stations
- No rounds are taken by station masters/supervisors to check things around
- Safety and security problems
- Torn and dirty curtains
- Noisy fans and AC’s are sometimes not working properly
- Scattered garbage, foul small from tracks and nearby areas. The stinking and foul smell of urine and human waste starts before the journey, when one enters the railway stations/platforms
- Non-availability of fruits, medicines and other eatables at the platforms/Railway Stations
- Water logging at various places especially during rainy seasons with stinking smell followed by flies and mosquitos all over. Also, the water used from the pipes/taps used to wash the trains/take bath by the people on the tracks gets collected on the sides of the tracks leading to various types of health hazards
Less clean platforms and stations

The passengers of the rural /semi-urban areas who travel through railways while waiting for the trains use the platforms itself for bathing their small children, washing their faces and hands, washing the utensils they carry with them during their journey. Inspite of announcements to fine the defaulters for spreading garbage / making the platforms dirty, the process of making the platforms worst is continuous. No practical actions are taken or even noticed/ignored. This is also one of the common problems faced by the passengers. e.g Ambala Division Railway Station and Chandigarh Railway stations. Other small stations are also in the worse condition

Reservation and refunding problem

Stinking and blocked toilets with insufficient water and soap/dispenser facility

Unpleasant, unclear and non-audible sound of announcements

Shortage of benches on the platforms due to which the most of the stairs are occupied by the passengers. This creates a difficulty in the movement of passengers to move along the staircase while changing the platforms, especially with luggage

The problem of signage, parking areas and rate list display boards, proper entry and exit points which causes a great problem for the passengers from other areas

Problem of unreserved passengers in the reserved compartments etc.

Rats and cockroaches in the trains and pantry

Demand of tips (even more than nominal amount) by the attendentsHelpers in trains from the passengers for the regular services

Unhealthy, uncovered and unhygienic food at the stations and trains

Less punctuality of trains

Prices of food inclusive in the ticket

Less monitoring and coordination at local levels
Dirty linen, pillows and uncleaned blankets etc

Also, among the Service Providers, the different types of services are used during their travel via railways. But being the employees of the department, they as users face comparatively less difficulties.

Hence, the hypothesis that the Service Users and Service Providers are satisfied with the services provided by Northern Railways w.r.t Citizen’s Charter does not hold true.

**SUGGESTIONS**

The efficiency and quality of services can be improved by taking the feedback from passengers through “rating their journey” online/offline using customer satisfaction feedback form or led display panel installed at the exit of the coach with sensors. By pressing buttons against the responses giving ratings from 0-9 excellent/very good /good/ satisfactory/ not satisfactory or colour code options followed by areas to be improved, every time the passengers travel. This exercise can be undertaken during the journey just before they reach their destination as per records available with TTE. This will encourage the participation of the target group to be a part of the decision-making and problem solving process and act as a supporting device to strengthen the roots of CC as well as lead to increase their satisfaction during their journey. It will also create awareness among the service users indirectly.

The Railway administration should take strict action and monitor various parameters at the stations/platforms. Instead of only making announcements/displaying quotes such as “keep your city clean” etc and to keep the stations / platforms clean and provide other services qualitatively, it should put the theory into practice.

**Hypothesis 5** “Service users and Service providers may be dissatisfied with the Grievance Redressal Mechanism of Northern Railways”

The frequent experience of dissatisfaction of the Service Users of IR/NR has further increased their disenchantment with CC. With increased literacy
rate, there is more awareness among the people. They are clear in their minds of what they want and how they can demand if they do not get the worth for what they pay. It has given a wake-up call to the traditional working of existing administrative machinery and attitude of the officials. It has opened the way for a change. With the view that people pay to the government directly or indirectly, they demand qualitative services in return.

The Redressal Grievance system forms an integral part of any administrative machinery, whether public or private. For any organization, it acts as an important supporting device to make it transparent, accountable and responsive to the needs of the citizen’s and should be more citizen-friendly (user-friendly). But certain factors are responsible that prove as barriers and weakens the administrative machinery. Some of the barriers are archaic rules and regulations, low morale of Service Providers, lack of opportunities for professional growth, slackness in administrative set-up, more focus on disposal and not quality disposal, greater communication gap between superior and subordinate, unnecessary delays due to lack of accountability and proper authority, failure to review the existing rules and regulations periodically, complex procedures of administration/public organization, lack of coordination among the decentralized units of organizations, fear of work outside the comfort zone etc. All such barriers block the way to smooth functioning of administration and diverting the focus from Good Governance which is the need of the hour. This directs that more attempts should be made by the Higher Authorities to strengthen this system in general and the administration on the whole.

Several types of passenger complaints and grievances are handled by the department of Indian Railways such as reservation, catering, refunding, corruption, theft of luggage, security and safety, cleanliness and hygiene of trains, discrepancy in allocation of seats, fraud, snatching, query problem etc. Indian Railways too have its mechanism of redressing grievances of customers through various modes. IR has made several provisions of various channels of
communication for registering and addressing to the complaints of its users. The system of monitoring and handling the complaints and public redressal grievance mechanism is exercised at various levels i.e. Stations, Divisions, Zonal Railway Headquarters and Railway Board. The redressal system ranges from traditional ways such as complaint books, complaint register counters etc to modern technology through online mode and social media (Twitter, facebook, mobile, net etc.)

Taking into consideration all these concerns, every station has been equipped with helpline booths to directly take customer complaints. The passengers can get an instant and direct clarification from the personnel there. All India Helpline number 1512 is also available where customers who are victims of crime can call and register complaint to police while travelling from anywhere in the country. Toll free customer helpline number 138 is also available for any other complaints.

There is also a provision of online forms available on the IR website that allows one to convey their issues to the railway authorities with supporting documents. One of the recent modes for lodging a complaint is through sms facility on 58888 for cleaning the coach. It was launched recently by the present Railway Minister Sh Suresh Prabhu as ‘Swachh Rail, Swachh Bharat’ campaign in compliance to “Swachh Bharat” initiative by our Honourable Prime Minister Sh Narendra Modi. The Daily feedback system of analysing the problems faced by passengers on service quality has also been one of the recent initiatives. Twitter is also becoming popular to convey the issues to the Ministry of Railways. Around 3000 complaints through twitter are answered daily.

There is also an option to submit grievance to the centralized Public Grievance Redress and Monitoring system (CPGRAMS). Grievance can be lodged online on pgportal.gov.in or by post. A unique registration number is given on filing a complaint which can be used to track the status of the complaint. In case of emergency, sms can be used at number 8121281212
giving details like train number, boogie number, precise nature of complaint. eg No water in toilets, no lights, fans not working, security problem etc. Final reply of sms is available on website www.scr.indianrailways.gov.in. Passenger Friendly Complaint system is also introduced using mobile app to lodge a complaint. It can be freely downloaded from URL Customer Complaint Web Portal (www.coms.indianrailways.gov.in) and mobile app called “Customer Complaint-cum-Suggestion” Portal or complaint can be filed on mobile number +91-9717630982.

Sometimes due to shortage of time or basis of their past experience, many passengers do not expect any concrete action from Indian Railways. Hence, they do not lodge any complaint. Even if the compaint is lodged using online/offline mode, the passengers get delayed responses or do not get satisfactory solutions to their complaints.

Among the sample population of service providers, the redressal system is effective and the response to the user’s complaint is given. Their queries are answered and complaints attended. A few of the railway officials felt the communication gap between the Higher Railway Authorities due to which they suffer in discharging their duties properly. According to them, the reason for this deficiency can be lack of time, poor coordination and Planning, ignorance, ego problem, over-burdened with responsibilities etc.

Though the present Government is proceeding in the right direction taking many initiatives and addressing to the complaints of its users, but still the passengers are not satisfied with the watered down response of IR at ground level in compliance to the registered complaints. Also, there is delay in giving the response by IR. The Redressal Grievance mechanism of IR is still a long way to reach the common man.

As per the findings, the Hypothesis 5 that “Service users and Service providers may be dissatisfied with the Grievance Redressal Mechanism of Northern Railways” stands proved.
SUGGESTIONS

The several modes to register complaints of the service users fail to address them timely and satisfactory and hence lack effectiveness. The redressal mechanism can be made effective and purposeful by regular monitoring especially at local/divisional level followed by periodic review meetings on the grievances received and the action taken to address them. As only the ‘change’ is the constant factor, the Higher Railway Authorities should also focus on continually developing new ways and take initiatives from time to time to support and empower its employees as well as its users.

There has been change in the card of Ministry of Railways. Mr Piyush Goel has taken over the charge from Shri Suresh Prabhu on 3rd September, 2017.

All the suggestions concluded in the research study can be helpful to access the problem areas actually faced by the passengers during their journey. This will further help to focus upon thrust areas to be improved qualitatively.

6.2 SUGGESTIONS FOR FURTHER RESEARCH

In the light of present Research study, certain issues can be undertaken for further research;

1. Research study can be conducted taking sample population of other Sixteen Zones of IR

2. Studies can be done to identify the impact of various initiatives taken by Indian Government on the performance of Railway Administration and national development such as Swachh Bharat Abhiyan, Introduction of fast-speed Indian Railways Customer Response System via using modern technology, High-Speed Bullet Trains, Wi-Fi facility, use of Solar Plant, Introduction of FDI, etc

3. A comparative study can be also be conducted to compare the quality of services and satisfaction level of service users of all Seventeen zones
4. The Research study can also be carried on to rank the areas of services according to the priorities which need urgent attention

5. A comparative study can also be undertaken between Indian Railways and Railways of the other nations like Russia, Europe etc to develop the standards and enhance the quality of services at a global level

6. A comparative research study can also be undertaken to know the before and after impact of merging the Railway Budget with the General Budget on the performance and quality of services of IR.