

APPENDICES

APPENDIX I**ACRONYMS**

S.No.	Acronyms	Expansion
1	AS	Awareness Scale
2	CCB	Consumer Complaint Behaviour
3	CRSB	Consumer Redressal Seeking behaviour
4	CRSBBA	Consumer Redressal Seeking Behaviour on Basic Amenities
5	CRSBC :	Consumer Redressal Seeking Behaviour on Catering
6	CRSBP :	Consumer Redressal Seeking Behaviour on Punctuality and miscellaneous services
7	CRSBR	Consumer Redressal Seeking Behaviour on Reservation
8	CRSBS :	Consumer Redressal Seeking Behaviour on Safety
9	EASIR	Extent of Awareness about services of Indian Railways
10	GRM	Grievance Redressal Machinery
11	GRMG :	Grievance Redressal Machinery of Government
12	GRMIR .	Grievance Redressal Machinery of Indian Railways
13	GRMOS .	Grievance Redressal Machinery Opinion Scale
14	IR :	Indian Railways
15	OPGRM .	Opinion about Grievance Redressal Machinery
16	OPGRMG .	Opinion about Grievance Redressal Machinery of Government
17	OPGRMIR .	Opinion about Grievance Redressal Machinery of Indian Railways
18	OPVCO	Opinion about Voluntary Consumer Organization
19	POUSIR :	Pattern of Utilization of services of Indian Railways

S.No.	Acronyms	Expansion
20	PSQA :	Perceived Service Quality on Assurance
21	PSQE :	Perceived Service Quality on Empathy
22	PSQIR :	Perceived Service Quality of Indian Railways
23	PSQR :	Perceived Service Quality on Reliability
24	PSQRe .	Perceived Service Quality on Responsiveness
25	PSQS :	Perceived Service Quality Scale
26	PSQT	Perceived Service Quality on Tangibles
27	SES :	Socio-Economic Status
28	VCO :	Voluntary Consumer Organization
29	VCOOS .	Voluntary Consumer Organization Opinion Scale