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Part –I Evaluation of Passenger Amenities

1. Please indicate the expectation and satisfaction of following attributes in the South Central Railways in Vijayawada Division.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Attributes</th>
<th>Expectation</th>
<th>Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Very low</td>
<td>Very High</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Expectation</td>
<td>Expectation</td>
</tr>
<tr>
<td>1</td>
<td>Public Rest Facilities</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>2</td>
<td>Waiting Hall</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>3</td>
<td>Facilities provided (TV/Water supply etc)</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>4</td>
<td>Budget Food Plazas</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>5</td>
<td>Subways</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>6</td>
<td>Escalators</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>7</td>
<td>Foot over bridge</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>8</td>
<td>ATMS</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>9</td>
<td>Enquiry Office</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>10</td>
<td>Touch Screen Enquiry</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>11</td>
<td>Coach indication board</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>12</td>
<td>Railway Dormitories</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>13</td>
<td>Refreshment Rooms</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>14</td>
<td>Retiring Rooms</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>15</td>
<td>Public Address System</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>16</td>
<td>Safety/security</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>17</td>
<td>Staff attitude towards Visitors</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>18</td>
<td>Friendly Atmosphere</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>19</td>
<td>Shopping in your Price range compare with outside</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>20</td>
<td>Printing /publishing (Newspapers/magazines)</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>21</td>
<td>Processing Food (Tea/Coffee/Fruit juices)</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
</tbody>
</table>
2. Overall, how satisfied were you with your travel through Vijayawada Division.

<table>
<thead>
<tr>
<th>Extremely Dissatisfied</th>
<th>Extremely Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

3. Please indicate how well you were satisfied with following amenities

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Dissatisfied</th>
<th>Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Aid Facilities</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Cleanliness &amp; Hygienic</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Working of electrical fittings in trains</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Entering of Unauthorized Vendors &amp; Hawkers</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Public address System</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Duties of TT Cs</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>General Bodies to total No. of Bodies</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>
Part – II  Passenger Demographic Characteristics

1. Gender
   1. Male  2. Female

2. What is your age? _______________ years

3. Where do you live?
   1. Local  2. Within District  3. Outside District

4. What is your approximate monthly total household income:
   1. Below Rs. 20,000  2. Rs. 20,000- Rs. 40,000  3. Rs. 40,000- Rs. 60,000
   4. Above 60,000

5. Education level of Passenger
   4. Professional / Doctorates

6. Occupation
   5. Farmers / Land Lords  6. Others

Part -III Travel Behavior characteristics

1. A. Have you ever been travelled in this route for past 1 year
   ( ) Yes  ( ) No

   B. How many times did you travel in this route __________(Times)

2. How far in advance did you begin planning your travel in this route.
   ( ) Less than three months
   ( ) Three to six months
   ( ) Over six months

3. Which of the following best deserves you travel party (check the most appropriate answer)?
   ( ) Alone  ( ) A couple  ( ) Family member
INDIAN RAILWAY CIRCUITS AND DESTINATIONS

India is accessible from all four directions – north, east, south and west. Each of the four gateways has its own history.
Vijayawada Railway Station

The city is politically active, agriculturally rich, and is an industrial transportation hub, having one of the largest railway junction in India. It is popularly known by its historic name "Bezawada" and is also known as the "The Place of Victory"!

Indian Railway Employees

Indian Railways is the world's ninth largest commercial or utility employer, by number of employees, with over 1.4 million employees.

Passenger Amenities at Stations

Housing many modern passenger amenities, this station now serves as the Headquarters station of the Vijayawada Division of South Central Railways

South Central Railway

The activities of Diesel Loco Shed, Vijayawada: Integrated Maintenance of Diesel Locomotives & Diesel Electrical Multiple Units (DEMU)s, Rail Buses, ...
South Central Railway, Vijayawada Railway Division

The division loaded 2.486 Million Tonnes (MT) by operating 1,346 wagons per day during February 2012-13, as against the target of 1,273 wagons.

South Central Railway Women’s Welfare organization Vijayawada Division

South Central Railway Women’s Welfare organization Vijayawada Division is a premier social service organization run on a voluntary basis by the spouses of railway men for the past 40 years and is playing a pivotal role in promoting welfare of railway men and their families.

Passenger Amenities

The installation of escalators at the Vijayawada Railway Station provides much-needed relief for the aged and the infirm. An estimated 43,000 passengers use the escalators at the Vijayawada railway station every day.
( ) Friends & relatives   ( ) Organized groups

4. In what type of sources did you use to find information of the travel in this train. (Route)? (Check one or more than one if you need)


5. Please estimate how many hours you travelled from your place to the Vijayawada Division?

1. Less than 1 hour   ( )   2. 1 – 3 Hours   ( )   3. 3-6 Hours

4. Above 6 Hours