



IMPACT ASSESSMENT OF MISSION RAIL KARMAYOGI TRAINING IN CUSTOMER/CITIZEN CENTRICITY FOR FRONTLINE RAILWAY STAFF

SUBMITTED TO

**Indian Railways Institute of Transport
Management**
(Government of India-Ministry of Railways)



SUBMITTED BY



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Acknowledgement

This study was successfully completed due to the efforts of various organizations and individuals involved at different stages of the study.

The Indian Railways Institute of Transport Management (IRITM), Lucknow funded and guided this study. IRITM's contribution to the study is sincerely acknowledged. Special thanks are due to Smt. Chandralekha Mukherjee, Director General for her overall guidance and support at every stage of the study. The constant guidance and support of Shri Shivendra Shukla, Dean and Sr. Professor (IT & Infra), is gratefully acknowledged.

We sincerely acknowledge the contribution of Smt. Neelima Sinha, Professor, Admin. & Safety for her critical inputs to the operation & implementation of the study. We are extremely grateful to Smt. Richa Sharma, Professor, Commercial Management for her guidance and critical feedback at all stages of the study. The study would not have been possible without their constant support and inputs.

The technical support and guidance of Illumine Knowledge Resources, Pvt. Ltd. Mumbai are gratefully acknowledged for conceiving and designing the overall Impact Assessment Model. This Impact Assessment Survey has been conducted using the Citizen Trust Score (CTS) framework, and the results have been analysed using the citizen trust measurement model; both of which have been developed by Illumine Knowledge Resources Pvt. Ltd. Mumbai.

Acknowledgement is due to the field surveyors and supervisors for meticulously collecting data from various railway divisions and the officials of Indian Railways for their constant support for smooth operations.

Last but not the least, credit goes to the respondents who spared time and cooperated with the survey team with utmost patience.

RDI TEAM

EXECUTIVE SUMMARY

INTRODUCTION

Indian Railways Institute of Transport Management launched Rail Karmyogi Program wherein 91,000 railway staff officials were given training on three main dimensions – Service Levels, Professionalism, and Solution Responsiveness. For the purpose of understanding the impact of the training program, post-intervention for 1,600 railway customers was conducted.

The Impact Assessment measured the effectiveness and change brought about in the interaction level with the citizens and quality of services provided by the railway staff.

METHODOLOGY

The study was quantitative in nature with structured questionnaires administered to the sampled respondents.

The passengers and customers of goods and parcel were the respondents of the study. A total of 1600 citizens/customers were selected with 100 respondents at each railway division (total :16 Divisions). These respondents were interviewed at the defined touch points viz: railway platforms, ticket booking counter, inside the train, parcel/goods sheds.

The first category of respondents was passengers who were enquired about their various experiences while travelling viz: while booking their tickets, their experience inside the train, experience of boarding and de-boarding etc.

The customers of goods and parcel were also asked to give their rating to the various services and responsiveness by the Indian Railway staff.

The following Divisions were selected for the study:

Ajmer, Prayagraj, Asansol, Bangalore, Bhopal, Chennai, Dhanbad, Hyderabad, Katihar, Kharagpur, Khurdha, Lucknow (LKO), Lucknow (LJN), Mumbai (BCT), Mumbai (CSTM) & Raipur.

The study was conducted using hand held devices like tablets and mobile phones.

A pilot test was conducted to firm up the questionnaires developed for the study.

A two-day training program was conducted for the field enumerators. These training programs were conducted at different locations based on the state specific language. The objectives of the study were communicated to investigators in detail along with imparting the technical know-how of operating the software of hand held device and its data synchronization & uploading process.

ANALYSIS

There was a total of six questionnaires that covered various aspects of study.

The parameters of the study were categorized in three dimensions viz: Services, Professionalism and Solution responsiveness by the Railway Staff.

In order to measure various citizen satisfaction dimensions, a measurement model consisting of citizen trust score was formulated by Illumine Knowledge Resources Pvt. Ltd. Mumbai. The main objective of the CTS was to generate useful actionable insights about Indian Railways trust perception and open up precise areas of improvements, if any.

For the measurement of CTS, the percentage of negative responses was taken from the citizen survey data, on each dimension. This percentage of negative responses served as a measure of the number of flashpoints that occurred in any particular dimension of trust. These flashpoints are basically the percentage points where there is a need for improvement for Indian Railways services and are reflected as the percentage sum of **“Poor” and “Very Poor” responses**.

This percentage of negative responses was further graded on a scale of A to F and were given weights ranging from 0-5 (with ‘0’ representing the flashpoints more than 25% and ‘5’ having flashpoints up to 5%).

FINDINGS – Consolidated Citizen Trust Score (CTS)

As an aggregate average of all 16 divisions 'Service Trust, Professional Trust & Solution Trust scores', 16 divisions consolidated CTS has been calculated.

<i>Dimension</i>	<i>Citizen Trust Score</i>
Service Trust	4.29
Professional Trust	4.58
Solution Trust	4.42
16 Divisions CTS	4.43

As per this table, consolidated CTS for all 16 Divisions is 4.43 out of 5. Professional Trust aggregate scores of 16 Divisions is 4.58 which is the highest amongst all the three trusts followed by Solution trust at 4.42. Service trust is at the lowest with CTS 4.29.

SERVICES

One of components of citizen satisfaction dimension is 'Services'. Services constitutes of various service-related facilities like Cleanliness, Infrastructure, amenities, timeliness etc. The passengers and the customers of goods and parcel were asked to give their opinion on their experiences related to various services that they availed during their travel or goods/parcel booking.

- The study involved getting the feedback from the passengers on various parameters related to the services provide by Indian Railways, such as lightning, fan, bedroll, pantry car, toilets, refreshments, experience of searching trains etc.
- Overall, Citizen Trust Score (CTS) for services was measured based on the above given parameters. The Consolidated CTS of 'Services' of all the 16 divisions is 4.29 out of 5 which reflects that the majority of the passengers/customers were happy/satisfied with the services provided by Indian railways.
- The Khurdha division attains the highest score of '4.99' out of 5 ('0' being 'poor' '5' being 'excellent'), followed by Asansol and Allahabad division at 4.81. The least scoring divisions were Raipur & Bhopal as they attained 2.72 & 2.98 out of 5 respectively.
- In some divisions, passengers had no complaints with regards to various facilities inside the train for ex. overall 'Lighting and Visibility' in Raipur, Katihar, Prayagraj, Kharagpur, Bangalore, Ajmer, Asansol, Khurdha. Similarly, passengers of Khurdha, Kharagpur, Prayagraj, Katihar

found the compartments to be clean. Also, there were no complaints regarding the air-conditioner / fan in the divisions of Katihar, Kharagpur, Chennai, Bhopal, Bangalore, Asansol, Khurdha.

- Passengers were inquired about the various facilities provided at the railway station like drinking water, food refreshments, toilets, WI-FI, ATM etc. There were no complaints related to drinking water in the divisions Khurdha, Lucknow (LJN), Lucknow (LKO), Prayagraj and Raipur. However, in some divisions like Bhopal (22.4 %) and Ajmer (16.3 %), passengers rated this facility as poor/very poor. As far as opinions regarding services related to toilets are concerned, Raipur, Katihar are the only divisions where there were no complaints. However, few percentages of passengers in divisions like Ajmer (34.7%), Bangalore (32.8%) and Bhopal (22.7%) passengers rated this facility as poor/very poor. Passengers were also asked to give opinion of Wi-Fi facility, Katihar is the only division where there was no complaint. In some divisions like Asansol (25%), Bhopal (59%), Raipur (43.7%), Mumbai (BCT) (21%), some passengers found the facility WI-FI poor/very poor.
- Passengers were asked about their experiences with regards to various aspects of ticket booking like searching for the trains, trains availability enquiry, booking the tickets, time spent on ticket booking, etc. In some divisions like Hyderabad (30%), Bhopal (35%), Ajmer (29%) and Asansol (20%) passengers rated the 'time spent on ticket booking' as poor/very poor. Also, when passengers were asked about their opinion about ticketing process, there were no complaints in the divisions of Chennai, Bangalore and Khurdha. In divisions like Raipur (25%), & Katihar (80%), passengers found ticketing process experience to be poor/very poor.
- In some divisions, passengers rated their experiences before boarding the train as satisfactory for ex. boarding the train & finding seats without any hassle, feeling safe & secure with RPF staff, good divyangjan facilities, safe & smooth boarding experience etc. However, experience of boarding the train and finding seat without any hassle was stated as poor/very poor in divisions of Raipur (57%) and Katihar (68%). Also, divyangjan facilities were not reported to upto par in Raipur (30.5%).
- Passengers were also asked about their 'de-boarding experience' i.e. experience after they got off of the train. For ex. availability of taxi/auto service outside of railway station, leaving the station and platform without any trouble, reaching their destination safely etc. In divisions

like Raipur (60%) & Bhopal (21%), passengers rated these experiences as poor but for rest of the divisions there were only miniscule complaints. Also, passenger's experience of 'getting down from the train smoothly' was rated as poor/very poor in Asansol (20%), Ajmer (27 %) & Chennai (20%).

- Customers using the parcel services were also part of the study. Their experiences related to booking parcel/luggage its loading/unloading was part of the parameter of the study. Parameters like correct prices and billing, error free payments, time available to load/unload, compensation in case of damages, theft and pilferage issues etc. were also analyzed. For instance, Theft and pilferage was reported high in Mumbai (BCT) (58%), Bhopal (20%) Bangalore (20%). There were no complaints regarding correct prices and billing and error free payment process. However, customers rated "compensation in case of damages" as poor/very poor in Hyderabad (20%) and Bhopal (30%). For other divisions percentage was zero or miniscule.
- Findings related to customers of goods/services were also taken into account. A few percentages of customers rated their experience as poor/very poor for not getting clear information on rates, discount, rebates in Raipur (20%) and Bangalore (20%) divisions. Also, 'online booking system' experience of customers was not very smooth for the customers of Raipur Division (30%). There were no complaints in other divisions. Access to goods terminal for trucks /other vehicles was found to be poor/very poor in Bhopal (40%).

PROFESSIONLISM

- The study involved getting the feedback from the passengers and customers of goods and parcel on various parameters related to the professionalism, such as staff conduct, politeness, overall behavior, their helping attitude, quality of interaction between citizens and staff, information provided, etc.
- Overall, Citizen Trust Score (CTS) for professionalism has been measured based on the above given parameters. The Consolidated CTS of all the 16 divisions is 4.58 out of 5 which reflects that across most of the divisions, the various frontline railway staff were found to be professional in their approach.

- Divisions like Khurdha and Lucknow (LKO) are on the top followed by Allahabad, Ajmer, Bangalore. The CTS of the Raipur Division is the lowest of all at 3.36.
- The railway staff of Khurdha Division were found to be performing well while interacting with its passengers and customers. The services provided by the staff were also found to be satisfactory. Almost all of the passengers and customers rated their interaction as excellent/good. Only a small percentage (3.6%) of the passengers denied of the TTE helping them (Ajmer: 7.7%), (Allahabad & Hyderabad: 16% and Dhanbad: 15.6%).
- In Ajmer Division, overall interaction between passengers and various staff of Indian Railway staff was reported to be good. Although there were some passengers who reported their experience as poor/ very poor with various Indian Railway staff, but they are in miniscule percentage. For instance, only 7.1% (Ajmer) denied of getting all the help they wanted from staff/ website (10% in Dhanbad & 14.3% in Bangalore; Hyderabad- 10%). A few percent in Ajmer (4.7%) reported about not having a pleasant experience while interacting with Sahayaks/ Porters (11.1% in Dhanbad) and Luggage Services staff (4.7%), etc.
- When asked to opine their interaction with the Indian Railway staff, almost all the passengers (Allahabad Division) graded their interaction to be good barring a few instances where they were denied of getting all the information needed for boarding their train (8%). While managing the operations related to parcel and goods/ services, customers had good interaction with all the staff of railway.
- Overall ratings to the railway staff in Hyderabad Division were up to the mark. Only 10% of the customers rated polite and courteous behavior of the Indian Railway Staff as poor/ very poor while managing their parcel operations. For goods/ services motive, customers' overall ratings were found to be good.
- A little more than three quarters of the respondents denied getting all the help they wanted from the staff/ website in Katihar Division (80%) at the time of ticket booking. (Bhopal- 25%; Raipur- 25%). In Raipur Division, approx. half of the passengers responded that the TTE did not help them (53.6%). (Bhopal- 34.6%; Mumbai CSTM- 22.2%; Mumbai BCT- 41.7%; Lucknow LKO- 42.3%; Lucknow LJN- 28%)

- The interaction with the railway staff like Compartment Attendant Staff was rated to be poor/very poor in some divisions (Raipur- 39.3%). Similarly for professional conduct of Catering / Pantry car staff (Raipur- 35.7%; Bhopal- 23.1%).

SOLUTION RESPONSIVENESS

- There were several parameters categorized under the dimension of Solution Responsiveness of the railway staff viz: the quality of complaint handling, quality of responses or solutions provided by them, whether the provided solution was helpful etc. These parameters were measured based on the positive or negative responses of the passengers or customers.
- Overall, Citizen Trust Score (CTS) for solution responsiveness has been measured based on the above given parameters. The Solution Trust aggregate score was 4.42 out of 5 reflecting good response by the railway staff.
- All the divisions had a trust score of more than 4 except for the Raipur, Bhopal & Mumbai BCT Division which had the score of 2.89, 3.90, 3.07 respectively.
- Passengers were inquired about their opinion on the solution responsiveness of the railway staff with regards to various aspects of ticket booking. There were divisions like Allahabad, Katihar, Khurdha and Lucknow LKO where there were no complaints regarding any aspect (making any complaints & getting a response, solution responsiveness of the staff helpful and queries/ problem have been solved) of ticket booking.
- When passengers were asked about their experience on making complaint & getting a response at the time of ticket booking, none of the passengers found any problems in the divisions like Ajmer, Allahabad, Bhopal, Hyderabad, Katihar, Khurdha, Lucknow LJN and LKO. However, some passengers reported their experiences as poor/ very poor in some of the divisions. (Asansol-15%; Raipur-10%; Mumbai BCT-9.5%)
- In some divisions (for ex. Bangalore, Dhanbad, Lucknow LJN etc.) all passengers found the railway staff to be helpful at the time of ticket booking. A very small percentage of passengers had poor experience in Asansol (10%), Bhopal & Hyderabad (10%), Mumbai BCT (9.5%) etc.
- In nearly 7-8 divisions, (Bhopal, Chennai, Dhanbad, Hyderabad, etc.) none of the passengers reported any problems in getting their queries or problems solved.

- Passengers were inquired about using the service of filing a complaint and getting an action in the train. In nearly 6 divisions (Allahabad, Chennai, Dhanbad, Katihar, Kharagpur and Khurdha) none of the passengers found any problem related to it. On the other hand, 33.3% of the passengers reported that their experience was very poor in this regard in Mumbai BCT division and in Bhopal (19.2%)
- As far as the opinion regarding the service of making complaint or getting feedback with the Station Master is concerned, there were divisions like Asansol, Hyderabad, Katihar etc. where the passengers did not face any problem. However, few percentages of passengers in divisions like Lucknow LJN (17.1%), Raipur (13.9%) rated this service as poor/ very poor.
- When asked from the passengers if they were treated professionally and with respect by the Indian Railway staff, all the passengers from the majority of the divisions (Ajmer, Lucknow LKO, Raipur, Mumbai CSTM etc.) replied in affirmative. However, some of the passengers stated negatively that they were not treated professionally by the Indian Railway staff in divisions like Lucknow LJN (16%) and Dhanbad (11.5%).
- The customers of parcel were asked whether they had to pay gratification to the railway staff while managing their operations of parcel, no customer from the 9 divisions (Lucknow LKO, Hyderabad, Katihar, Khurdha, Ajmer, etc.) Reported any instance of any staff asking for gratification. But divisions like Asansol (100%), Bangalore (90%), Dhanbad (40%), Mumbai BCT (25%) and Raipur (27.3%) had significant percentage of the customers who reported staff asking for gratification.
- In some divisions, there were instances of involvement of middle men as reported by customers. (Bangalore-90%; Bhopal-60%, Mumbai BCT- 41.7%, and Raipur- 27.3%)

The customers of goods/freight were asked about their experience related to the help from Railway staff in case of any difficulty at the time of loading/ unloading of their freight. It was observed that in majority of the divisions there were no complaints regarding this.

IMPACT ASSESSMENT OF MISSION RAIL KARMAYOGI TRAINING IN CUSTOMER/CITIZEN CENTRICITY FOR FRONTLINE RAILWAY STAFF

Chapter-1: Background and Introduction

1.1 Understanding of the Project

Indian Railways Institute of Transport Management launched Rail Karmyogi Program wherein 91,000 railway staff officials were given training on three main dimensions – Service Levels, Professionalism, and Solution Responsiveness. For the purpose of understanding the impact of the training program, post-intervention for 1600 railway customers was conducted.

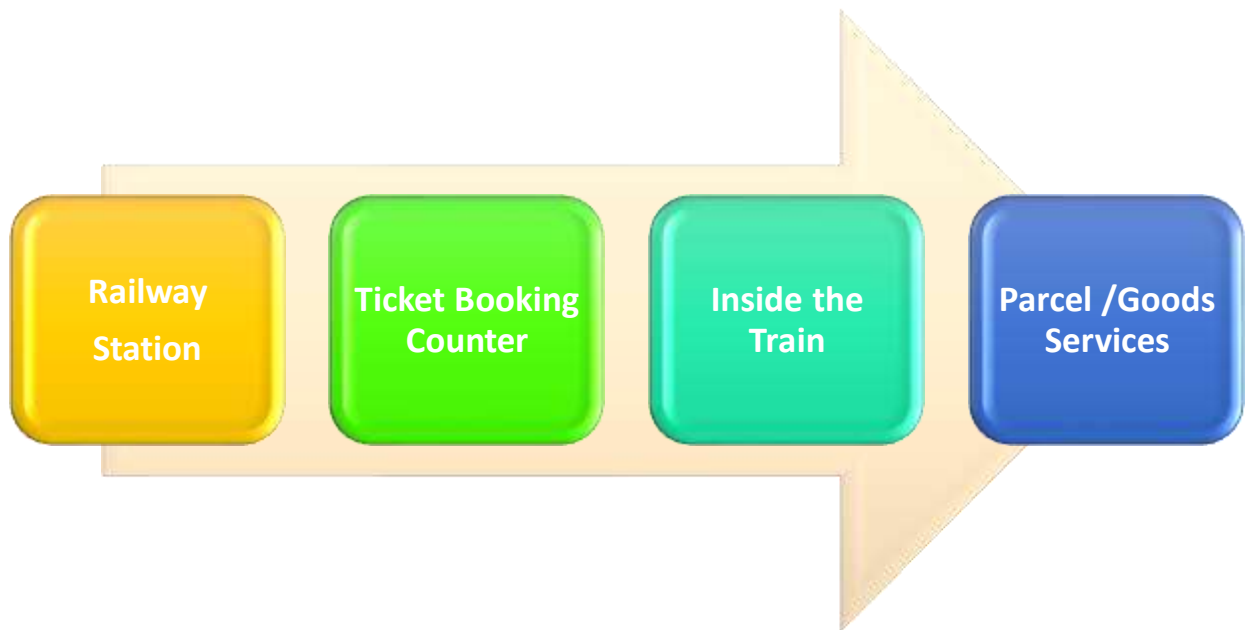
The Impact Assessment measured the effectiveness and change brought about in the interaction level with the citizens and quality of services provided by the railway staff.

The study focused on the following parameters:

- Ticket Booking Experience
- Passenger Experience in the train
- Experience before boarding the train
- Experience after De-boarding from the train
- Good services
- Parcel Services

1.2 Touch Points

The four main touch points where the survey was conducted are as follows:



The sample size for the above mentioned categories are as follows:

Sl.	Touch Points	No. of Respondents
1	Booking counter	20
2	Passenger Train	25
3	Railway Station	
	Platform , waiting rooms , vendor stalls (Before Boarding)	25
	Station master's office , concourse , circulating area (After de boarding)	10
4	Parcel office	10
5	Good sheds/Private Sliding	10

A total of 16 railway stations across the country were selected for the study and at each railway station, a sample of 100 passengers and goods/parcel customers were interviewed.

Railway Stations Selected for the Study

Sl.	ZONE	DIVISION	STATION
1	CR	Mumbai	CSTM
2	WR	Mumbai	BCT
3	NR	Lucknow	LKO
4	NER	Lucknow	LJN
5	ER	Asansol	ASN
6	ECR	Dhanbad	DHN
7	ECOR	Khurdha	BBS
8	NCR	Allahabad	PRYJ
9	NFR	Katihar	KIR
10	NWR	Ajmer	AIJ
11	WCR	Bhopal	BPL
12	SWR	Bangalore	SBC
13	SECR	Raipur	R
14	SER	Kharagpur	KGP
15	SR	Chennai	MAS
16	SCR	Hyderabad	HYB

1.3. Mechanism used for Authentication of Identities of the Respondents

For the purpose of development of in-built system of authentication for identity of the respondent, RDI officials used telephone number and registered PNR number of the respondent. Experienced local field investigators, having experience of at least 5 years were selected to conduct the study. RDI appointed one field team supervisor for each area to supervise the field work. Data was collected using hand held device that contained the software for the interview. GPS coordinates were collected at each touch points.

RDI did rigorous monitoring of field work to ensure quality control. The supervisor interacted with all team-members and also conducted 10% to 20% back checks. The team supervisor conducted regular team meetings to provide clarifications to the investigators both in groups and individually. On the spot checks by the supervisors were also undertaken. Based on their observations, they suggested ways to strengthen probing ways by investigators.

1.4. Orientation of Enumerators

We organized training program for the enumerators. Training programs were conducted at different locations based on the state specific language. The study's objectives were communicated to investigators in detail along with imparting the technical know-how of operating the software of hand held device and its data synchronization & uploading process. Apart from the training on questionnaire, the trainees were also trained about the possible risk mitigation and problem solving mechanism during the field survey for e.g. local problems etc.

1.5. Recruitment Plan for Required Manpower

In the past 20 years, RDI has been undertaking various large scale surveys. Therefore, we have a rich pool of field survey enumerators who have experience in working in various states. Due to continuous engagement with the same agency, these investigators have developed a permanent bond and are many times more reliable than casually hired sets of local investigators. Care was taken to recruit those enumerators who are well versed with the local language and dialects so that they probe and understand the response in a proper way.

1.6. Operationalization

✓ **Stage I – Pre-Testing of questionnaire**

Pre Testing of the research tools was done to analyse the language & flow of questions, time taken for the interview and respondents' ease in responding the questions.

✓ **Stage II – Consultation with IRITM**

Consultation and meetings with the concerned officials were done to finalize detailed survey plan.

✓ **Stage III – Field Work**

Fieldwork was undertaken under the supervision of RDI's Executives.

✓ **Stage IV – Analysis and Reporting**

- The data was analyzed by converting it into Citizen Trust Scores.
- Any discrepancy found was rectified
- Thorough data cleaning was undertaken to ensure that data reaching the analysis stage is completely error free

1.7. Framework - Impact Assessment Model

For the Rail Karmayogi Intervention, the overall Impact Assessment Model has been conceived and designed by Illumine Knowledge Resources, Pvt. Ltd. Mumbai.

This Impact Assessment Survey was conducted using the Citizen Trust Score (CTS) framework, and the results was analyzed using the citizen trust measurement model – both of which was developed by Illumine Knowledge Resources Pvt. Ltd. Mumbai.

Chapter-2: Analysis & Reporting

RDI has conducted IRITM impact assessment survey for total 16 divisions. At each Division, data was collected from the following categories of respondents:

- **Passengers - Ticket booking experience:** Includes passengers and their experience related to ticket booking.
- **Passengers - In train experience:** Includes passengers' experiences with the train facilities.
- **Passengers - Experience before boarding:** Includes passengers experience at the platform while waiting for the train.
- **Passengers - Experience after de-boarding:** Includes passenger's experience of the services provided after de boarding the train for ex. Taxi availability, Safety, Medical services.
- **Goods/Services:** Customer experience regarding staff interactions, hygiene and delivery services.
- **Parcel:** Customer experience regarding hygiene, loading/unloading of parcel, staff behavior.

Division wise reports have been generated to reflect the findings of the study.

2.1 Measuring Citizen Satisfaction

To measure the citizen satisfaction as part of the impact assessment exercise, the following method was used:

- Respondents of the survey were categorized in three sections i.e. Passengers, Parcel and Goods.

▪ Passengers	Passengers consists 4 categories: <ul style="list-style-type: none">• Passengers - Ticket booking experience• Passengers- In the Train experience• Passengers - Experience before boarding the train• Passengers - Experience after De-Boarding the train
▪ Parcel	Citizen interaction with the freight business
▪ Goods	Citizen interaction with the goods business

2.2 The Citizen Satisfaction Dimensions

The responses are categorized into the following categories to represent the various parameters of the study.

▪ Service Levels	Cleanliness, Infrastructure, amenities, timeliness, services, etc.
▪ Professionalism	Staff conduct, behavior, information provided, etc.
▪ Solution responsiveness	Quality of complaint handling

2.3 Measurement of citizen satisfaction dimension

In any impact assessment survey, in order to measure various citizen satisfaction dimension, it is necessary to formulate a measurement model consisting of citizen trust score. The main reason behind development of citizen trust score is explained in the table given below.

Our primary goal is to formulate a measure of trust that is easy to communicate and share, and can generate useful actionable insights about Indian Railways trust perception and open up precise areas of improvements.

The ordinary citizen's trust in the railways is an indicator of:

- The functioning of the railways itself.
- The functioning of the government, of which the Indian railways is an important face,
- Is also an indicator of railways competitiveness with other forms of transportation like road etc.
- A decline in trust scores could result in citizens choosing alternate forms of transport, could impact revenues negatively and would reflect poorly on both the railways and the government.
- Conversely, an improvement in the trust score would have an impact on all the above parameters.

Credit- © Illumine; 2022 – The Citizen Trust Score (CTS) is a framework developed by Illumine Knowledge Resources Pvt. Ltd. Mumbai.

Calculation of Citizen Trust Score

Citizen trust score has been calculated as given in the box below. This method was developed by Illumine Knowledge Resources Private Limited.

The citizen trust score has been calculated based on the following method:

1.) From the citizen survey data, on each dimension, the percentage of negative responses was taken.

Types of negative responses depend on the questions asked in the survey:

- “No” – sample question: was the Station Master polite and courteous?
- “Poor/ Very Poor” – sample question: what is your perception on the timeliness of the station staff?
- “Dissatisfied / highly dissatisfied” – sample question: how satisfied are you with the response from the railways staff?

2.) This percentage of negative responses can be seen as a measure of the number of flash points that occur in any particular dimension of trust. So, Flashpoints are basically the percentage points where there is a need for improvement for Indian Railways services and are reflected as the percentage sum of “Poor” and “Very Poor” responses.

Excellent Good Average   Didn't Use/ Didn't see

3.) This percentage of negative responses is further graded on a scale of A to F using the table below.

Percentage of Flash Points	Grade Point	Weights
0 – 5%	A	5
5 <= 10	B	4
10% <= 15%	C	3
15% <= 20%	D	2
20% <= 25%	E	1
> 25%	F	0

4.) Each dimension is graded based on the frequency of occurrences in the individual component sub-dimensions.

5.) Based on the above calculations, an aggregate of division level trust score is calculated on the three dimensions of Service, professionalism and Solution responsiveness.

Credit - © Illumine, 2022 – For measuring citizen trust, a Measurement Model has also been developed by Illumine Knowledge Resources Pvt. Ltd., Mumbai.

Chapter 3: Key Findings – Ajmer Division

This Chapter contains the findings of the study from the Ajmer division.

Ajmer Division (NWR): Tables and Analysis



SUMMARY

Aggregate Citizen Trust Score for Ajmer Division

Division level score of Ajmer division is 4.59 i.e., the sum average of Service Trust, Professional Trust & Solution Trust. Solution trust was the highest with a CTS of 4.89 out of 5, followed by Professional trust which is 4.82. Service trust was the lowest of all the three as it scored 4.06.

All business

Dimension	CitizenTrustScore
Service Trust	4.06
Professional Trust	4.82
Solution Trust	4.89
Division Level CTS	4.59



A	B	C	D	E	F
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The average grading of this division is B with a trust score of 4.59.

Significant Flash Points (Flashpoints more than 20%)

Passengers

Flash points above 20% in some parameters

Service

- Toilet facilities at the railway station were not satisfactory.
- Passengers spent too much time while booking the tickets.
- Passengers were unable to board the train and find their seat without any hassle.
- Passengers denied from getting a seat of their choice.
- Passengers did not get down from the train smoothly and without any delay

Professionalism

- No flash points above 20%

Solution

- No flash points above 20%

Responsiveness

Parcel

Flash points above 20% in some parameters

Service

- No flash points above 20%

Professionalism

- No flash points above 20%

Solution

- No flash points above 20%

Responsiveness

Goods/Services

Flash points above 20% in some parameters

Service

- Customers experiencing unsafe hygienic working conditions for laborers/ loaders

Professionalism

- No flash points above 20%

Solution

- No flash points above 20%

Responsiveness

3.1 FINDINGS - PASSENGERS

As explained in Chapter 2, the passengers are categorized in one group to present their responses and further their responses have been categorized in the three groups viz: Services, Professionalism and solution responsiveness.

This section depicts the responses of passengers on the services that they availed.

3.1.1 Passengers' Responses - Services

Services availed by the passengers are further categorized into the following:

1. Physical Infrastructure which includes Toilets, Wi-Fi, Bedsheets etc.
2. Customer experience which includes getting the ticket hassle-free, time spent at counters for tickets etc.

Passengers' experience using various facilities inside the train

Parameter	FlashPoint %	Grade	Weight
Lighting	0	A	5
Compartment (cleanliness)	11.5	C	3
Seat / Berth	3.8	A	5
Air-conditioner / Fan	3.8	A	5
General Furniture	3.8	A	5
Pantry car / Dining car	7.7	B	4
Changing seat / berth	0	A	5
Catering	7.7	B	4
Bed roll	3.8	A	5

Experiences of passengers about facilities at the railway station

Parameter	FlashPoint %	Grade	Weight
Drinking Water	16.3	D	2
Foot Over Bridge	9.3	B	4
Waiting Room / Dormitory	2.3	A	5
Food & Refreshments	7	B	4
Toilets	34.7	F	0
Wi-Fi	8.7	B	4
ATM	2.3	A	5
Direction signboards / digital displays	2.3	A	5
Station Announcements	2.3	A	5
Parking Facilities	0	A	5

Experiences of passengers with the various aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Searching for trains	0	A	5
Trains availability enquiry	10.7	C	3
Booking the tickets	14.3	C	3
Payments	0	A	5

Experiences of passengers about reservations enquiry and information services at the station / reservation counter.

Clear, complete information	7.1	B	4
Clean, hygienic booking office	0	A	5
Well maintained working systems	3.6	A	5
Sense of security and safe environment	0	A	5

Passengers' statements regarding experience of ticket booking

Got the ticket of their choice without any hassle	10.7	C	3
Did not have to spend too much time while booking the tickets	28.6	F	0
Found the ticketing process smooth and very efficient	3.6	A	5

Experiences of the passenger's experience of train travel

Boarded the train and find their seat without any hassle	84.6	F	0
Could get a seat of their choice	30.8	F	0
Comfortable and clean travel in the train	3.8	A	5
Had a safe and secured time in the train with the RPF staff providing security	3.8	A	5

Experiences of passengers using services at the station

Luggage Booking	0	A	5
Divyangjan facilities / services	0	A	5
Left Luggage Locker/Cloak Room	2.3	A	5
Medical Services / Emergency	2.3	A	5

Statements describing passenger's experience

Had a safe and smooth boarding experience	3.6	A	5
Felt safe and secured at the railway station	3.6	A	5

Experiences of passengers after de-boarding the train

Parameter	FlashPoint %	Grade	Weight
Taxi / Auto services	6.7	B	4
Reached their destination station safely	6.7	B	4
Got down from the train smoothly and without any delay	26.7	F	0
Was able leave the platform and station without any trouble	13.3	C	3
Found their preferred transport from the station to my home / hotel / office	13.3	C	3

3.1.2 Passengers' Responses - Professionalism

Quality of interaction and service at the booking counter

Parameter	FlashPoint %	Grade	Weight
Polite and courteous	3.6	A	5
Professional	3.6	A	5
Got all the help they wanted from the staff / website	7.1	B	4

Behavior of the railway staff

Parameter	FlashPoint %	Grade	Weight
RPF / Police	0	A	5
Compartment Attendant staff (Cleaner, bedroll, etc.)	0	A	5
Catering / Pantry car staff	0	A	5
Any other Railways staff	0	A	5
The TTE helped them tremendously	7.7	B	4

Experiences of passengers using facilities at railway station

Parameter	FlashPoint %	Grade	Weight
Enquiry Services	2.3	A	5
Station Master	0	A	5
Enquiry Clerk	0	A	5
Train Examiner	2.9	A	5
Sahayaks/Porters	4.7	A	5
Waiting Room staff	2.3	A	5
Luggage services staff	4.7	A	5
Staff at the shops, restaurants and stalls	2.3	A	5
Got all the right information needed for boarding their train	0	A	5

3.1.3 Passengers' Responses - Solution Responsiveness

Experiences of passengers with the different aspects of ticket booking.

Parameter	FlashPoint %	Grade	Weight
Making any complaints & getting a response	0	A	5
Helpful	3.6	A	5
Solved their queries / problems	7.1	B	4

Experiences of the passengers using services in the train

Parameter	FlashPoint %	Grade	Weight
Filing a complaint and getting an action	3.8	A	5
Complaint / Feedback with the Station Master	2.3	A	5
Treated professionally and with respect by the Indian Railways staff	0	A	5

3.2. FINDINGS – PARCEL

3.2.1 Customers' Responses - Services

Experience of customer while booking parcel/luggage

Parameter	FlashPoint %	Grade	Weight
Efficient, smooth process	0	A	5
Clean, hygienic booking office	0	A	5
Safe and secured environment	0	A	5
Correct information about rates, trains, etc.	0	A	5
Correct prices and billing	0	A	5
Error free payments	0	A	5

Customer experience while loading/unloading parcel

Information about arrival / departure of parcel	8.3	B	4
Time available to load / unload	16.7	D	2
Help in case of over carriage	16.6	D	2
Availability of help in the form of labourers / loaders	8.3	B	4
Security	0	A	5
Compensation in case of damages	8.3	B	4
Theft and pilferage was high	8.3	B	4

3.2.2. Customers' Responses - Professionalism

Customer experience of interaction with various staff

Parameter	FlashPoint %	Grade	Weight
Parcel booking staff	0	A	5
Parcel Helpers (Packers, loaders, etc.)	8.3	B	4
Outsourced staff	0	A	5
Parcel Supervisor / Senior Officers	0	A	5

Customer ratings of Indian railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5

3.2.3. Customers' Responses - Solution Responsiveness

Customer ratings of Indian railway staff

Parameter	FlashPoint %	Grade	Weight
Helpful	0	A	5
Solves their problem	0	A	5

Issues found by customer while managing their operations

Staff asked for gratification	0	A	5
Staff had middle men / touts involved	0	A	5

3.3. FINDINGS – GOODS/SERVICES

3.3.1 Customers' Responses – Services

Experience of customer at the time of booking, billing and monitoring of freight

Parameter	FlashPoint %	Grade	Weight
Clear information on rates, discounts, rebates, etc.	0	A	5
Smooth Online booking system	0	A	5
Error free Payment system	0	A	5
Delivery of Railway Receipt & other important documents	0	A	5
Correct, accurate billing	0	A	5
Online monitoring & tracking system	0	A	5

Experience of customer at the time of loading/unloading of freight

Information about arrival / departure of rakes	7.1	B	4
Access to goods terminal for trucks /other vehicles	0	A	5
Safe hygienic working conditions for labourers /loaders	28.5	F	0
Correct billing of demurrage / wharfage	0	A	5
Overall ambience lighting & security in the area	7.1	B	4

3.3.2. Customers' Responses - Professionalism

Experience of customer after interacting with railway staff

Parameter	FlashPoint %	Grade	Weight
Commercial staff at the Goodshed/ Terminal	0	A	5
Staff at the Station (E.g., SM)	7.1	B	4
Senior Railways officers	0	A	5

Customers' overall rating of the Indian Railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5
Theft and pilferage was high	0	A	5

3.3.3. Customers 'Responses - Solution Responsiveness

Experience of customer at the time of loading/unloading of your freight

Parameter	FlashPoint %	Grade	Weight
Help from Railways staff in case of any difficulty	7.1	B	4
Helpful	0	A	5
Solves their problem	0	A	5

Issues faced by customer while managing their operations

Staff asked for gratification	0	A	5
Staff had middle men / touts involved	0	A	5

Division CTS- Touch Point

TICKET BOOKING

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	3.91
PROFESSIONAL TRUST	4.67
SOLUTION TRUST	4.67
OVERALL	4.41

AT THE STATION

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	3.95
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	5.00
OVERALL	4.65

IN THE TRAIN

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	3.85
PROFESSIONAL TRUST	4.80
SOLUTION TRUST	5.00
OVERALL	4.55

PARCEL

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.23
PROFESSIONAL TRUST	4.83
SOLUTION TRUST	5.00
OVERALL	4.69

GOODS

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.36
PROFESSIONAL TRUST	4.80
SOLUTION TRUST	4.80
OVERALL	4.65

Chapter 4: Key Findings – Prayagraj Division

This Chapter contains the findings of the study from the Prayagraj division.

Prayagraj Division (PRYJ): Tables and analysis



SUMMARY

Aggregate Citizen Trust Score for Prayagraj Division

Division level score of Prayagraj Division is 4.87 i.e., the sum average of Service Trust, Professional Trust & Solution Trust. Solution trust was the highest with a CTS of 4.96 out of 5, followed by Professional trust which is 4.84. Service trust was the lowest of all the three as it scored 4.81.

Dimension	CitizenTrustScore
Service Trust	4.81
Professional Trust	4.84
Solution Trust	4.96
Division Level CTS	4.87



A	B	C	D	E	F
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The average grading of this division is B with a trust score of 4.87.

Significant Flash Points (Flashpoints than 20%)

Passengers

Flash points above 20% in some parameters

Services

- Passengers did not have comfortable and clean travel in the train.

Professionalism

- No flash points above 20%

Solution Responsiveness

- No flash points above 20%

Parcel

Flash points above 20% in some parameters

Services

- No flash points above 20%

Professionalism

- No flash points above 20%

Solution Responsiveness

- No flash points above 20%

Goods/Services

Flash points above 20% in some parameters

Services

- No flash points above 20%

Professionalism

- No flash points above 20%

Solution Responsiveness

- No flash points above 20%

4.1 FINDINGS - PASSENGERS

As explained in Chapter 2, the passengers are categorized in one group to present their responses and further their responses have been categorized in the three groups viz: Services, Professionalism and solution responsiveness.

This section depicts the responses of passengers on the services that they availed.

4.1.1 Passengers' Responses - Services

Services availed by the passengers are further categorized into the following

1. Physical Infrastructure which includes Toilets, Wi-Fi, Bedsheets etc.
2. Customer experience which includes getting the ticket hassle-free, time spent at counters for tickets etc.

Passengers experience using Various facilities inside the train

Parameter	FlashPoint %	Grade	Weight
Lighting	0	A	5
Compartment (cleanliness)	0	A	5
Seat / Berth	0	A	5
Air-conditioner / Fan	8	B	4
General Furniture	0	A	5
Pantry car / Dining car	0	A	5
Changing seat / berth	0	A	5
Catering	0	A	5
Bed roll	0	A	5

8% respondents reported dissatisfaction with the functioning of AC/ fan.

Experiences of passengers about facilities at the railway station

Parameter	FlashPoint %	Grade	Weight
Drinking Water	0	A	5
Foot Over Bridge	0	A	5
Waiting Room / Dormitory	0	A	5
Food & Refreshments	0	A	5
Toilets	5	A	5
Wi-Fi	3.3	A	5
ATM	0	A	5
Direction signboards / digital displays	0	A	5
Station Announcements	2.9	A	5
Parking Facilities	0	A	5

A very low percentage of respondents (5%) did not have good experience related to toilets while 3.3 percent were not satisfied with the Wi-Fi services.

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Searching for trains	0	A	5
Trains availability enquiry	0	A	5
Booking the tickets	0	A	5
Payments	0	A	5

Experiences of passengers about reservations enquiry and information services at the station / reservation counter.

Clear, complete information	10	B	4
Clean, hygienic booking office	20	D	2
Well maintained working systems	5	A	5
Sense of security and safe environment	5	A	5

Passengers were asked about their experience related to reservation enquiry and information services. 20% of the respondents graded the cleanliness of the booking offices as poor/very poor while 10% of them were dissatisfied with the information provided to them.

Passengers' statements regarding experience of ticket booking

Got the ticket of my choice without any hassle	0	A	5
Did not have to spend too much time while booking the tickets	10	B	4
Found the ticketing process smooth and very efficient	5	A	5

10% of the respondents stated that they had to spend too much time while booking their tickets.

Experiences of the passenger's experience of train travel

Boarded the train and found seats without any hassle	12	C	3
Could get a seat of my choice	8	B	4
Comfortable and clean travel in the train	36	F	0
Had a safe and secured time in the train with the RPF staff providing security	4	A	5

Nearly 36% of the passengers denied of having comfortable and clean travel in the train, while 12% replied in negative when asked whether they found their seats without any hassle.

Experiences of passengers using services at the station

Luggage Booking	2.9	A	5
Divyangjan facilities / services	0	A	5
Left Luggage Locker/Cloak Room	2.9	A	5
Medical Services / Emergency	0	A	5

Statements describing passenger's experience

Had a safe and smooth boarding experience	0	A	5
Felt safe and secured at the railway station	0	A	5

Experiences of passengers after deboarding the train

Parameter	FlashPoint %	Grade	Weight
Taxi / Auto services	0	A	5
Reached my destination station safely	0	A	5
Got down from the train smoothly and without any delay	0	A	5
Was able leave the platform and station without any trouble	0	A	5
Found my preferred transport from the station to my home / hotel / office	0	A	5

4.1.2 Passengers' Responses - Professionalism

This section depicts the passengers' opinion on their interaction with the Indian railway staff.

Quality of interaction and service at the booking counter

Parameter	FlashPoint %	Grade	Weight
Polite and courteous	5	A	5
Professional	0	A	5
Got all the help I wanted from the staff / website	0	A	5

Behavior of the railway staff

Parameter	FlashPoint %	Grade	Weight
RPF / Police	0	A	5
Compartment Attendant staff (Cleaner, bedroll, etc.)	0	A	5
Catering / Pantry car staff	0	A	5
Any other Railways staff	0	A	5
The TTE helped me tremendously	16	D	2

Overall passengers had good interaction with the Indian Railway Staff. Nearly 16% of the passengers stated that that the TTE did not help them tremendously.

Experiences of passengers using facilities at railway station

Parameter	FlashPoint %	Grade	Weight
Enquiry Services	0	A	5
Station Master	0	A	5
Enquiry Clerk	0	A	5
Train Examiner	0	A	5
Sahayaks/Porters	0	A	5
Waiting Room staff	5.7	B	4
Luggage services staff	0	A	5
Staff at the shops, restaurants and stalls	2.8	A	5
Got all the right information needed for boarding the train	8	B	4

4.1.3 Passengers' Responses - Solution Responsiveness

This section depicts the responses related to the solution responsiveness by the Indian Railway staff.

Experiences of passengers with the different aspects of ticket booking.

Parameter	FlashPoint %	Grade	Weight
Making any complaints & getting a response	0	A	5
Helpful	0	A	5
Solved my queries / problems	0	A	5

Experiences of the passengers using services in the train

Parameter	FlashPoint %	Grade	Weight
Filing a complaint and getting an action	0	A	5
Complaint / Feedback with the Station Master	2.9	A	5
Treated professionally and with respect by the Indian Railways staff	0	A	5

None of the passengers rated the service of filing a complaint and getting an action and the treatment of the Indian Railway staff as poor/ very poor.

The quality of solution responsiveness of the Indian Railway Staff was found to be at par by the passengers. Only 2.9% of the passengers did not have good experience related to complaint/ feedback with station master.

4.2 FINDINGS – PARCEL

This section contains the customer experiences regarding the transportation of their goods/luggage. Experience contains booking experience, staff interactions, railway facilities, etc...

4.2.1 Passengers' Responses - Services

Experience of customer while booking parcel/luggage

Parameter	FlashPoint %	Grade	Weight
Efficient, smooth process	0	A	5
Clean, hygienic booking office	0	A	5
Safe and secured environment	10	B	4
Correct information about rates, trains, etc.	0	A	5
Correct prices and billing	0	A	5
Error free payments	0	A	5

Customer experience while loading/unloading parcel

Information about arrival / departure of parcel	0	A	5
Time available to load / unload	0	A	5
Help in case of over carriage	0	A	5
Availability of help in the form of labourers / loaders	0	A	5
Security	0	A	5
Compensation in case of damages	0	A	5

Customers reported their experiences to be good related to the various services they used while booking and loading/ unloading their parcel or luggage.

4.2.2. Passengers' Responses - Professionalism

Customer experience of interaction with various staff

Parameter	FlashPoint %	Grade	Weight
Parcel booking staff	0	A	5
Parcel Helpers (Packers, loaders, etc.)	0	A	5
Outsourced staff	0	A	5
Parcel Supervisor / Senior Officers	0	A	5

Customer ratings of Indian railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5

Positive ratings to the behavior of the Indian Railway Staff by the customers were on the basis of the quality of interaction that happened between them, which as per the data is good.

4.2.3. Passengers' Responses - Solution Responsiveness

Customer ratings of Indian railway staff

Parameter	FlashPoint %	Grade	Weight
Helpful	0	A	5
Solves my problem	0	A	5

Issues found by customer while managing their operations

Staff asked for gratification	0	A	5
Staff had middle men / touts involved	0	A	5

The customers had good experience with the kind of responses they got from the railway staff for their queries or problems.

4.3 FINDINGS – GOODS/SERVICES

This section depicts the services, facilities and the interactions of Indian railway staff and customers. Transportation of goods and services related business has been taken into account here.

4.3.1 Passengers' Responses – Services

Experience of customer at the time of booking, billing and monitoring of freight

Parameter	FlashPoint %	Grade	Weight
Clear information on rates, discounts, rebates, etc.	0	A	5
Smooth Online booking system	0	A	5
Error free Payment system	0	A	5
Delivery of Railway Receipt & other important documents	0	A	5
Correct, accurate billing	0	A	5
Online monitoring & tracking system	0	A	5

Experience of customer at the time of loading/unloading of freight

Information about arrival / departure of rakes	0	A	5
Access to goods terminal for trucks /other vehicles	10	B	4
Safe hygienic working conditions for labourers /loaders	0	A	5
Correct billing of demurrage / wharfage	0	A	5
Overall ambience lighting & security in the area	0	A	5

4.3.2. Passengers' Responses - Professionalism

Experience of customer after interacting with railway staff

Parameter	FlashPoint %	Grade	Weight
Commercial staff at the Goodshed/ Terminal	0	A	5
Staff at the Station (E.g., SM)	0	A	5
Senior Railways officers	0	A	5

Customers' overall rating of the Indian Railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5
Theft and pilferage was high	0	A	5

Customers found the railway staff (commercial staff at the Goodshed/ terminal, staff at the station, senior railway officers) interactive, polite and courteous, professional & efficient. Also, the cases of theft and pilferage were not found.

4.3.3. Customers 'Responses - Solution Responsiveness

Experience of customer at the time of loading/unloading of your freight

Parameter	FlashPoint %	Grade	Weight
Help from Railways staff in case of any difficulty	10	B	4
Helpful	0	A	5
Solves my problem	0	A	5

Customers' responses to the quality of solution responsiveness were positive. Only 10% of the passengers reported poor/ very poor experience related to the help they got from Railways staff in case of any difficulty.

Issues faced by customer while managing their operations

Staff asked for gratification	0	A	5
Staff had middle men / touts involved	0	A	5

Division CTS- Touch Point

TICKET BOOKING

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.55
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	5.00
OVERALL	4.85

AT THE STATION

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	5.00
PROFESSIONAL TRUST	4.78
SOLUTION TRUST	5.00
OVERALL	4.93

IN THE TRAIN

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.69
PROFESSIONAL TRUST	4.40
SOLUTION TRUST	5.00
OVERALL	4.70

PARCEL

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.92
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	5.00
OVERALL	4.97

GOODS

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.92
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	4.80
OVERALL	4.91

Chapter 5: Key Findings – Asansol Division

This Chapter contains the findings of the study from the Asansol division.

Asansol Division (ER): Tables and analysis



Summary

Aggregate Citizen Trust Score for Asansol Division

Division level score of Asansol Division is 4.55 i.e., the sum average of service trust, Professional Trust & Solution Trust. Service trust was the highest with a CTS of 4.81 out of 5, followed by professional trust which is 4.67. Solution trust was the lowest of all the three as it scored 4.18.

Dimension	CitizenTrustScore
Service Trust	4.81
Professional Trust	4.67
Solution Trust	4.18
Division Level CTS	4.55



A	B	C	D	E	F
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The average grading of this division is B with a trust score of 4.55.

Asansol Division: Significant Flash Points (Flashpoints more than 20%)

Passengers

- | | |
|--------------------------------|---|
| Services | <ul style="list-style-type: none">• Poor Wi-Fi facilities |
| Professionalism | <ul style="list-style-type: none">• No flash points above 20% |
| Solution Responsiveness | <ul style="list-style-type: none">• No flash points above 20% |

Parcel

- | | |
|---------------------------------------|---|
| Services | <ul style="list-style-type: none">• No flash points above 20% |
| Professionalism | <ul style="list-style-type: none">• No flash points above 20% |
| <i>Solution Responsiveness</i> | <ul style="list-style-type: none">• Staff asked for gratification |

Goods/Services

- | | |
|---------------------------------------|---|
| Services | <ul style="list-style-type: none">• No flash points above 20% |
| Professionalism | <ul style="list-style-type: none">• No flash points above 20% |
| <i>Solution Responsiveness</i> | <ul style="list-style-type: none">• Staff asked for gratification |

5.1 FINDINGS - PASSENGERS

As explained in Chapter 2, the passengers are categorized in one group to present their responses and further their responses have been categorized in the three groups viz: Services, Professionalism and Solution Responsiveness.

This section depicts the responses of passengers on the services that they availed.

5.1.1 Passengers' Responses - Services

Services availed by the passengers are further categorized into the following

1. Physical Infrastructure which includes For Ex. Toilets, Wi-Fi, Bedsheets etc.
2. Customer experience which includes For Ex. Getting the ticket hassle-free, time-spent at counters for tickets etc.

Passengers' experience using various facilities inside the train

Parameter	FlashPoint %	Grade	Weight
Lighting	0	A	5
Compartment (cleanliness)	4	A	5
Seat / Berth	0	A	5
Air-conditioner / Fan	0	A	5
General Furniture	0	A	5
Pantry car / Dining car	0	A	5
Changing seat/ berth	4	A	5
Catering	0	A	5
Bed Roll	0	A	5

Experiences of passengers about facilities at the railway station

Parameter	FlashPoint %	Grade	Weight
Drinking Water	5.7	B	4
Foot Over Bridge	2.8	A	5
Waiting Room / Dormitory	8.5	B	4
Food & Refreshments	2.8	A	5
Toilets	15	C	3
Wi-Fi	25	E	1
ATM	0	A	5
Direction signboards / digital displays	2.8	A	5
Station Announcements	2.8	A	5
Parking Facilities	0	A	5

Experiences of passengers with the various aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Searching for trains	0	A	5
Trains availability enquiry	10	B	4
Booking the tickets	0	A	5
Payments	0	A	5

Experiences of passengers about reservations enquiry and information services at the station / reservation counter.

Clear, complete information	5	A	5
Clean, hygienic booking office	5	A	5
Well maintained working systems	5	A	5
Sense of security and safe environment	0	A	5

Passengers' statements regarding experience of ticket booking

Got the ticket of their choice without any hassle	20	D	2
Did not have to spend too much time while booking the tickets	20	D	2
Found the ticketing process smooth and very efficient	5	A	5

Passengers' experience of train travel

Boarded the train and found seats without any hassle	0	A	5
Could get a seat of their choice	4	A	5
Comfortable and clean travel in the train	0	A	5
Had a safe and secured time in the train with the RPF staff providing security	0	A	5

Experiences of passengers using these services at the station

Luggage Booking	2.9	A	5
Divyangjan facilities / services	2.9	A	5
Left Luggage Locker/Cloak Room	0	A	5
Medical Services / Emergency	5.7	B	4

Statements describing passenger's experience

Had a safe and smooth boarding experience	0	A	5
Felt safe and secured at the railway station	4	A	5

Experiences of passengers after de-boarding the train

Parameter	FlashPoint %	Grade	Weight
Taxi / Auto services	0	A	5
Reached my destination station safely	0	A	5
Got down from the train smoothly and without any delay	20	D	2
Was able leave the platform and station without any trouble	0	A	5
Found their preferred transport from the station to their home / hotel / office	0	A	5

Slightly more than a quarter of the passengers did not get down from the train smoothly and without any delay (20%).

5.1.2 Passengers' Responses - Professionalism

This section depicts the passengers' opinion on their interaction with the Indian railway staff.

Quality of interaction and service at the booking counter

Parameter	FlashPoint %	Grade	Weight
Polite and courteous	5	A	5
Professional	5	A	5
Got all the help I wanted from the staff / website	10	B	4

10% of the passengers stated that they did not get all the help they wanted from the staff, while minute percentage of the passengers did not have a good quality of interaction and service at the booking counter.

Behavior of the railway staff

Parameter	FlashPoint %	Grade	Weight
RPF / Police	0	A	5
Compartment Attendant staff (Cleaner, bedroll, etc.)	4	A	5
Catering / Pantry car staff	0	A	5
Any other Railways staff	0	A	5
The TTE helped them tremendously	16	D	2

Experiences of passengers using facilities at railway station

Parameter	FlashPoint %	Grade	Weight
Enquiry Services	0	A	5
Station Master	0	A	5
Enquiry Clerk	0	A	5
Train Examiner	1.6	A	5
Sahayaks/Porters	14.2	C	3
Waiting Room staff	0	A	5
Luggage services staff	0	A	5
Staff at the shops, restaurants and stalls	0	A	5
Got all the right information needed for boarding the train	0	A	5

5.1.3 Passengers' Responses - Solution Responsiveness

This section depicts the responses related to the solution responsiveness by the Indian Railway staff.

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Making any complaints & getting a response	15	C	3
Helpful	10	B	4
Solved their queries / problems	5	A	5

Experiences of the passengers using services in the train

Parameter	FlashPoint %	Grade	Weight
Filing a complaint and getting an action	4	A	5
Complaint / Feedback with the Station Master	0	A	5
Treated professionally and with respect by the Indian Railways staff	0	A	5

5.2. FINDINGS – PARCEL

This section contains the customers' experiences regarding the booking/receiving of their goods/luggage.

5.2.1 Customers' Responses - Services

Experience of customer while booking parcel

Parameter	FlashPoint %	Grade	Weight
Efficient, smooth process	0	A	5
Clean, hygienic booking office	0	A	5
Safe and secured environment	0	A	5
Correct information about rates, trains, etc.	0	A	5
Correct prices and billing	0	A	5
Error free payments	0	A	5

Customers' experience while loading/unloading parcel

Information about arrival / departure of parcel	0	A	5
Time available to load / unload	0	A	5
Help in case of over carriage	0	A	5
Availability of help in the form of labourers / loaders	0	A	5
Security	0	A	5
Compensation in case of damages	0	A	5
Theft and pilferage were high	0	A	5

5.2.2. Customers' Responses - Professionalism

Customers' experience of interaction with various staff

Parameter	FlashPoint %	Grade	Weight
Parcel booking staff	0	A	5
Parcel Helpers (Packers, loaders, etc.)	0	A	5
Outsourced staff	0	A	5
Parcel Supervisor / Senior Officers	0	A	5

Customers' ratings of Indian railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5

5.2.3. Customers' Responses - Solution Responsiveness

Customers' ratings of Indian railway staff

Parameter	FlashPoint %	Grade	Weight
Helpful	0	A	5
Solves their problem	0	A	5

Issues found by customers while managing their operations

Staff asked for gratification	100	F	0
Staff had middle men / touts involved	10	B	4

5.3. FINDINGS – GOODS/SERVICES

This section depicts the experience of customers who availed the goods services.

5.3.1 Customers' Responses - Services

Experience of customer at the time of booking, billing and monitoring of freight

Parameter	FlashPoint %	Grade	Weight
Clear information on rates, discounts, rebates, etc.	0	A	5
Smooth Online booking system	0	A	5
Error free Payment system	0	A	5
Delivery of Railway Receipt & other important documents	0	A	5
Correct, accurate billing	0	A	5
Online monitoring & tracking system	0	A	5

Experience of customer at the time of loading/unloading of freight

Information about arrival / departure of rakes	0	A	5
Access to goods terminal for trucks /other vehicles	0	A	5
Safe hygienic working conditions for labourers /loaders	0	A	5
Correct billing of demurrage / wharfage	0	A	5
Overall ambience lighting & security in the area	0	A	5

5.3.2. Customers' Responses - Professionalism

Experience of customer after interacting with railway staff

Parameter	FlashPoint %	Grade	Weight
Commercial staff at the Goodshed/ Terminal	0	A	5
Staff at the Station (Eg., SM)	0	A	5
Senior Railways officers	0	A	5

Customers' overall rating of the Indian Railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5
Theft and pilferage was high	20	D	2

5.3.3. Customers' Responses - Solution Responsiveness

Experience of customer at the time of loading/unloading of freight

Parameter	FlashPoint %	Grade	Weight
Help from Railways staff in case of any difficulty	0	A	5
Helpful	0	A	5
Solves their problem	0	A	5

Issues faced by customer while managing their operations

Staff asked for gratification	100	F	0
Staff had middle men / touts involved	20	D	2

Division CTS- Touch Point

TICKET BOOKING

DIMENSIONS	CTS
SERVICE TRUST	4.36
PROFESSIONAL TRUST	4.67
SOLUTION TRUST	4.00
OVERALL	4.34

AT THE STATION

DIMENSIONS	CTS
SERVICE TRUST	4.69
PROFESSIONAL TRUST	4.78
SOLUTION TRUST	5.00
OVERALL	4.82

IN THE TRAIN

DIMENSIONS	CTS
SERVICE TRUST	5.00
PROFESSIONAL TRUST	4.40
SOLUTION TRUST	5.00
OVERALL	4.80

PARCEL

DIMENSIONS	CTS
SERVICE TRUST	5.00
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	3.50
OVERALL	4.50

GOODS

DIMENSIONS	CTS
SERVICE TRUST	5.00
PROFESSIONAL TRUST	4.50
SOLUTION TRUST	3.40
OVERALL	4.30

Chapter 6: Key Findings – Bangalore Division

This Chapter contains the findings of the study from the Bangalore division.

Bangalore Division (SWR): Tables and Analysis



SUMMARY

Aggregate Citizen Trust Score for Bangalore Division

Division level score of Bangalore Road Division is 4.57 i.e., the sum average of Service Trust, Professional Trust & Solution Trust. Professional Trust score was the highest with a CTS of 4.78 out of 5, followed by Service Trust which is 4.68. Solution Trust was the lowest of all the three as it scored 4.26.

Dimension	Citizen trust Score
Service Trust	4.68
Professional Trust	4.78
Solution Trust	4.26
Division Level CTS	4.57



A	B	C	D	E	F
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The average grading of this division is B with a trust score of 4.57.

Bangalore Division: Significant Flash Points (Flashpoints more than 20%)

Passengers

Flash points above 20% in some parameters

Services

- Poor toilets facilities at the railway station

Professionalism

- No flash points above 20%

Solution Responsiveness

- No flash points above 20%
-

Parcel

Flash points above 20% in some parameters

Services

- No flash points above 20%

Professionalism

- No flash points above 20%

Solution Responsiveness

- Staff asked for gratification
 - Staff had middle men/ touts involved
-

Goods/Services

Flash points above 20% in some parameters

Services

- Poor experience of hygienic working conditions for laborers/ loaders

Professionalism

- No flash points above 20%

Solution Responsiveness

- No flash points above 20%
-

6.1 FINDINGS - PASSENGERS

As explained in Chapter 2, the passengers are categorized in one group to present their responses and further their responses have been categorized in the three groups viz: Services, Professionalism and solution responsiveness.

This section depicts the responses of passengers on the services that they availed.

6.1.1 Passengers' Responses – Services

Services availed by the passengers are further categorized into the following:

1. Physical Infrastructure which includes Toilets, Wi-Fi, Bedsheets etc.
2. Customer experience which includes getting the ticket hassle-free, time spent at counters for tickets etc.

Passengers' experience using various facilities inside the train

Parameter	FlashPoint %	Grade	Weight
Lighting	0	A	5
Compartment (cleanliness)	4	A	5
Seat / Berth	0	A	5
Air-conditioner / Fan	0	A	5
General Furniture	0	A	5
Pantry car / Dining car	0	A	5
Changing seat / berth	0	A	5
Catering	0	A	5
Bed roll	4	A	5

Apart from a miniscule percentage of passengers (4%) reporting about the cleanliness of the compartment as very poor/poor, there were no negative feedback about other services related to infrastructure in the train.

Experiences of passengers about facilities at the railway station

Parameter	FlashPoint %	Grade	Weight
Drinking Water	5.6	B	4
Foot Over Bridge	2.8	A	5
Waiting Room / Dormitory	0	A	5
Food & Refreshments	0	A	5
Toilets	32.8	F	0
Wi-Fi	1.6	A	5
ATM	2.8	A	5

Direction signboards / digital displays	0	A	5
Station Announcements	0	A	5
Parking Facilities	0	A	5

Facilities related to toilets were a major concern as nearly 32.8% of respondents found them to be poor or very poor. However, other facilities like waiting room/ dormitory, foods and refreshments, direction signboards/ digital displays, station announcements, and parking facilities were found to be at par with their expectations.

A very low percent of respondents did not find the facility of drinking water satisfactory.

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Searching for trains	0	A	5
Trains availability enquiry	0	A	5
Booking the tickets	0	A	5
Payments	0	A	5

None of the respondents complained about the enquiry or booking process of the trains.

Experiences of passengers about reservations enquiry and information services at the station / reservation counter.

Clear, complete information	0	A	5
Clean, hygienic booking office	0	A	5
Well maintained working systems	0	A	5
Sense of security and safe environment	0	A	5

Passengers' statements regarding experience of ticket booking

Got the ticket of my choice without any hassle	0	A	5
Did not have to spend too much time while booking the tickets	0	A	5
Found the ticketing process smooth and very efficient	0	A	5

Experiences of the passengers experience of train travel

Boarded the train and find my seat without any hassle	0	A	5
Could get a seat of my choice	0	A	5
Comfortable and clean travel in the train	0	A	5
Had a safe and secured time in the train with the RPF staff providing security	0	A	5

Experiences of passengers using services at the station

Luggage Booking	0	A	5
Divyangjan facilities / services	2.8	A	5
Left Luggage Locker/Cloak Room	0	A	5
Medical Services / Emergency	0	A	5

Statements describing passenger's experience

Had a safe and smooth boarding experience	0	A	5
Felt safe and secured at the railway station	0	A	5

Experiences of passengers after de-boarding the train

Parameter	FlashPoint %	Grade	Weight
Taxi / Auto services	0	A	5
Reached my destination station safely	0	A	5
Got down from the train smoothly and without any delay	0	A	5
Was able leave the platform and station without any trouble	0	A	5
Found my preferred transport from the station to my home / hotel / office	0	A	5

Passengers stated that they had a good experience in reaching their destination station safely, getting down from the train smoothly without any delay, leaving the platform and station without any trouble and finding preferred transport from the station to their home/ hotel/ office.

6.1.2 Passengers' Responses - Professionalism

This section depicts the passengers' opinion on their interaction with the Indian railway staff.

Quality of interaction and service at the booking counter

Parameter	FlashPoint %	Grade	Weight
Polite and courteous	0	A	5
Professional	0	A	5
Got all the help wanted from the staff / website	14.3	C	3

When passengers were asked to give their opinion about the help they got from the staff/website, nearly 14% graded this help as poor or very poor.

Behavior of the railway staff

Parameter	FlashPoint %	Grade	Weight
RPF / Police	0	A	5
Compartment Attendant staff (Cleaner, bedroll, etc.)	4	A	5
Catering / Pantry car staff	0	A	5
Any other Railways staff	0	A	5
The TTE helped me tremendously	0	A	5

A very low percent of respondents (4%) found the behavior of the compartment staff to be poor. Whereas the behavior of other railway staff like RPF/ Police, catering/ pantry car staff, and any other railway staff were found to be satisfactory by the passengers.

Experiences of passengers using facilities at railway station

Parameter	FlashPoint %	Grade	Weight
Enquiry Services	5.6	B	4
Station Master	0.8	A	5
Enquiry Clerk	2.8	A	5
Train Examiner	0	A	5
Sahayaks/Porters	0	A	5
Waiting Room staff	0	A	5
Luggage services staff	2.8	A	5
Staff at the shops, restaurants and stalls	0	A	5
Got all the right information needed for boarding the train	0	A	5

Very few respondents had poor experience related to enquiry services or luggage services staff.

6.1.3 Passengers' Responses - Solution Responsiveness

This section depicts the responses related to the solution responsiveness by the Indian Railway staff.

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Making any complaints & getting a response	4.8	A	5
Helpful	0	A	5
Solved my queries / problems	4.8	A	5

Nearly 4.8% of passengers who booked the ticket online had issues with making any complaints and getting a response and a similar percentage stated that their queries or problems were not solved.

Experiences of the passengers using services in the train

Parameter	FlashPoint %	Grade	Weight
Filing a complaint and getting an action	4	A	5
Complaint / Feedback with the Station Master	2.8	A	5
Treated professionally and with respect by the Indian Railways staff	4	A	5

4% of the passengers did not have a good experience with filing a complaint and getting an action in the train. A similar percentage of the passengers rated the treatment of the Indian Railway staff as poor/ very poor.

6.2. FINDINGS – PARCEL

This section contains the customers' experiences regarding the booking/receiving of their goods/luggage.

6.2.1 Passengers' Responses - Services

Experience of customer while booking parcel/luggage

Parameter	FlashPoint %	Grade	Weight
Efficient, smooth process	0	A	5
Clean, hygienic booking office	0	A	5
Safe and secured environment	0	A	5
Correct information about rates, trains, etc.	0	A	5
Correct prices and billing	0	A	5
Error free payments	0	A	5

Customer experience while loading/unloading parcel

Information about arrival / departure of parcel	0	A	5
Time available to load / unload	0	A	5
Help in case of over carriage	0	A	5
Availability of help in the form of labourers / loaders	0	A	5
Security	0	A	5
Compensation in case of damages	0	A	5
Theft and pilferage were high	20	D	2

One fifth of the respondents stated that theft/pilferage was high. Apart from this, none of them complained about the other aspects of booking parcel.

6.2.2. Passengers' Responses - Professionalism

Customer experience of interaction with various staff

Parameter	FlashPoint %	Grade	Weight
Parcel booking staff	0	A	5
Parcel Helpers (Packers, loaders, etc.)	0	A	5
Outsourced staff	0	A	5
Parcel Supervisor / Senior Officers	0	A	5

Customer ratings of Indian railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5

6.2.3. Passengers' Responses - Solution Responsiveness

Customer ratings of Indian railway staff

Parameter	FlashPoint %	Grade	Weight
Helpful	0	A	5
Solves my problem	0	A	5

Issues found by customer while managing their operations

Staff asked for gratification	90	F	0
Staff had middle men / touts involved	90	F	0

A very large percentage of respondents complained that the staff asked for gratification and there was involvement of middle men and touts.

6.3. FINDINGS – GOODS/SERVICES

This section depicts the experience of customers who availed the goods services.

6.3.1 Passengers' Responses - Services

Experience of customer at the time of booking, billing and monitoring of freight

Parameter	FlashPoint %	Grade	Weight
Clear information on rates, discounts, rebates, etc.	20	D	2
Smooth Online booking system	0	A	5
Error free Payment system	0	A	5
Delivery of Railway Receipt & other important documents	0	A	5
Correct, accurate billing	0	A	5
Online monitoring & tracking system	0	A	5

One fifth of respondents rated the clarity of information related to rates, discounts and rebates to be poor or very poor.

Experience of customer at the time of loading/unloading of freight

Information about arrival / departure of rakes	20	D	2
Access to goods terminal for trucks /other vehicles	0	A	5
Safe hygienic working conditions for labourers /loaders	40	F	0
Correct billing of demurrage / wharfage	0	A	5
Overall ambience lighting & security in the area	0	A	5

40% of the customers stated that the working conditions of the loaders etc. were unsafe and unhygienic.

20% of the customers had troubled getting information about arrival/ departure of rakes.

6.3.2. Passengers' Responses - Professionalism

Experience of customer after interacting with railway staff

Commercial staff at the Goodshed/ Terminal	0	A	5
Staff at the Station (E.g., SM)	0	A	5
Senior Railways officers	0	A	5

Customers' overall rating of the Indian Railway staff

Polite and Courteous	0	A	5
Professional & Efficient	10	B	4
Theft and pilferage were high	10	B	4

Ten percent of the respondents replied in affirmation that the theft and pilferage was there while an equal percentage graded the efficiency of the professionals to be poor or very poor.

6.3.3. Customers 'Responses - Solution Responsiveness

Experience of customer at the time of loading/unloading of your freight

Parameter	FlashPoint %	Grade	Weight
Help from Railways staff in case of any difficulty	0	A	5
Helpful	20	D	2
Solves my problem	10	B	4

20% of the customers did not find the Indian Railway Staff to be helpful.

10% of the customers did not get solution to their problems.

Issues faced by customer while managing their operations

Staff asked for gratification	10	B	4
Staff had middle men / touts involved	10	B	4

10% of respondents state that staff asked for gratification or there was involvement of middle men & touts.

Division CTS- Touch Point

TICKET BOOKING

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	5.00
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	5.00
OVERALL	5.00

AT THE STATION

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.63
PROFESSIONAL TRUST	4.89
SOLUTION TRUST	5.00
OVERALL	4.84

IN THE TRAIN

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	5.00
PROFESSIONAL TRUST	4.33
SOLUTION TRUST	5.00
OVERALL	4.78

PARCEL

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.77
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	2.50
OVERALL	4.09

GOODS

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.00
PROFESSIONAL TRUST	4.67
SOLUTION TRUST	3.80
OVERALL	4.16

Chapter 7: Key Findings – Bhopal Division

This Chapter contains the findings of the study from the Bhopal division.

Bhopal Division (WCR): Tables and Analysis



Summary

Aggregate Citizen Trust Score for Division

Division level score of Bhopal Division is 3.75 i.e. the sum average of service trust, Professional Trust & Solution Trust. Professional trust score was highest with a CTS of 4.37 out of 5, followed by Solution trust which is 3.90. Service trust was the lowest of all the three as it scored 2.98.

Dimension	CitizenTrustScore
Service Trust	2.98
Professional Trust	4.37
Solution Trust	3.90
Division Level CTS	3.75



A	B	C	D	E	F
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The average grading of this division is C with a trust score of 3.75.

Significant Flash Points (Flashpoints more than 20%)

Passengers

Flash points above 20% in some parameters

Services

- Passengers spent too much of time while booking the tickets.
- Passengers did not get the ticket of their choice without any hassle.
- Passengers did not get clear and complete information.
- Passengers did not have a comfortable and clean travel in the train.
- Catering services were rated poor and very poor.
- Respondents weren't able to board the train and find their seat without any hassle.
- Passengers couldn't get a seat of their choice.
- Passengers were not happy with the cleanliness in the compartments
- Unsafe and insecure time in the train with the RPF staff providing security.
- Poor Wi-Fi services
- Services related to toilets were poor
- Services of drinking water were not up to the mark.
- Passengers weren't able to leave the platform and station without any trouble.
- Facilities of drinking water at the railway station are not good.

Professionalism

- Passengers did not get all the help they wanted from the staff/ website.
- No help from the TTE

Solution

Responsiveness

- Poor interaction with the catering/ pantry car staff.
- No flash points above 20%

Parcel

Flash points above 20% in some parameters

Services

Professionalism

Solution

Responsiveness

- Not satisfied with the compensation in case of damages.
- No flash points above 20%
- Staff had middle men/ touts involved
- Compensation in case of damages

Goods/Services

Flash points above 20% in some parameters

Services

Professionalism

Solution

Responsiveness

- Poor access to goods terminal for trucks/ other vehicles
- No flash points above 20%
- No flash points above 20%

7.1 FINDINGS - PASSENGERS

As explained in Chapter 2, the passengers are categorized in one group to present their responses and further their responses have been categorized in the three groups viz: Services, Professionalism and solution responsiveness.

This section depicts the responses of passengers on the services that they availed.

7.1.1 Passengers' Responses – Services

Services availed by the passengers are further categorized into the following:

1. Physical Infrastructure which includes Toilets, Wi-Fi, Bedsheets etc.
2. Customer experience which includes getting the ticket hassle-free, time spent at counters for tickets etc.

Passengers experience using various facilities inside the train

Parameter	FlashPoint %	Grade	Weight
Lighting	3.8	A	5
Compartment (cleanliness)	23.1	E	1
Seat / Berth	11.5	C	3
Air-conditioner / Fan	0	A	5
General Furniture	7.7	B	4
Pantry car / Dining car	15.4	D	2
Changing seat / berth	0.0	A	5
Catering	34.6	F	0
Bed roll	0	A	5

Experiences of passengers about facilities at the railway station

Parameter	FlashPoint %	Grade	Weight
Drinking Water	22.4	E	1
Foot Over Bridge	6.1	B	4
Waiting Room / Dormitory	2	A	5
Food & Refreshments	8.2	B	4
Toilets	22.7	E	1
Wi-Fi	58.7	F	0
ATM	8.2	B	4
Direction signboards / digital displays	16.3	D	2
Station Announcements	4.1	A	5
Parking Facilities	0	A	5

Experiences of passengers with the different aspects of ticket booking.

Parameter	Flashpoint %	Grade	Weight
Searching for trains	20	D	2
Trains availability enquiry	15	C	3
Booking the tickets	20	D	2
Payments	10	B	4

Experiences of passengers about reservations enquiry and information services at the station / reservation counter.

Clear, complete information	25	E	1
Clean, hygienic booking office	5	A	5
Well maintained working systems	0	A	5
Sense of security and safe environment	10	B	4

Passengers' statements regarding experience of ticket booking

Got the ticket of their choice without any hassle	30	F	0
Did not have to spend too much time while booking the tickets	35	F	0
Found the ticketing process smooth and very efficient	5	A	5

Experiences of the passengers' statements experience of train travel

Boarded the train and find their seat without any hassle	30.8	F	0
Could get a seat of their choice	30.8	F	0
Comfortable and clean travel in the train	38.5	F	0
Had a safe and secured time in the train with the RPF staff providing security	23.1	E	1

Experiences of passengers using services at the station

Luggage Booking	6.1	B	4
Divyangjan facilities / services	6.1	B	4
Left Luggage Locker/Cloak Room	12.2	C	3
Medical Services / Emergency	16.3	D	2

Statements describing passenger's experience

Had a safe and smooth boarding experience	13.3	C	3
Felt safe and secured at the railway station	3.3	A	5

Experiences of passengers using these services

Parameter	FlashPoint %	Grade	Weight
Taxi / Auto Services	0	A	5
Reached their destination station safely	0	A	5
Got down from the train smoothly and without any delay	5.3	B	4
Was able leave the platform and station without any trouble	21.1	E	1
Found their preferred transport from the station to their home / hotel / office	5.3	B	4

7.1.2 Passengers' Responses - Professionalism

This section depicts the passengers' opinion on their interaction with the Indian railway staff.

Quality of interaction and service at the booking counter

Parameter	FlashPoint %	Grade	Weight
Polite and courteous	20	D	2
Professional	5	A	5
Got all the help they wanted from the staff / website	25.0	E	1

Behavior of the railway staff

Parameter	FlashPoint %	Grade	Weight
RPF / Police	3.8	A	5
Compartment Attendant staff (Cleaner, bedroll, etc.)	19.2	D	2
Catering / Pantry car staff	23.1	E	1
Any other Railways staff	15.4	D	2
The TTE helped them tremendously	34.6	F	0

Experiences of passengers using facilities at railway station

Parameter	FlashPoint %	Grade	Weight
Enquiry Services	6.1	B	4
Station Master	0.8	A	5
Enquiry Clerk	0	A	5
Train Examiner	4	A	5
Sahayaks/Porters	0	A	5
Waiting Room staff	4.1	A	5
Luggage services staff	8.2	B	4
Staff at the shops, restaurants and stalls	4.1	A	5

Got all the right information needed for boarding the train	10	B	4
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7.1.3 Passengers' Responses - Solution Responsiveness

This section depicts the responses related to the solution responsiveness by the Indian Railway staff.

Experiences of passengers with the different aspects of ticket booking.

Parameter	FlashPoint %	Grade	Weight
Making any complaints & getting a response	0	A	5
Helpful	10	B	4
Solved their queries / problems	0	A	5

Experiences of the passengers using services in the train

Parameter	FlashPoint %	Grade	Weight
Filing a complaint and getting an action	19.2	D	2
Complaint / Feedback with the Station Master	4.1	A	5
Treated professionally and with respect by the Indian Railways staff	0	A	5

7.2. FINDINGS – PARCEL

This section contains the customers' experiences regarding the booking/receiving of their goods/luggage.

7.2.1 Customers' Responses - Services

Experience of customer while booking parcel/luggage

Parameter	FlashPoint %	Grade	Weight
Efficient, smooth process	10	B	4
Clean, hygienic booking office	10	B	4
Safe and secured environment	10	B	4
Correct information about rates, trains, etc.	20	D	2
Correct prices and billing	10	B	4
Error free payments	0	A	5

Customers' experiences while loading/unloading parcel

Information about arrival / departure of parcel	10	B	4
Time available to load / unload	20	D	2
Help in case of over carriage	0	A	5
Availability of help in the form of laborers / loaders	20	D	2
Security	10	B	4
Compensation in case of damages	30	F	0
Theft and pilferage were high	20	D	2

7.2.2. Customers' Responses – Professionalism

Customer interaction and experience after interaction with various staff

Parameter	FlashPoint %	Grade	Weight
Parcel booking staff	0	A	5
Parcel Helpers (Packers, loaders, etc.)	0	A	5
Outsourced staff	10	B	4
Parcel Supervisor / Senior Officers	10	B	4

Customer ratings of Indian railway staff

Polite and Courteous	0	A	5
Professional & Efficient	10	B	4

7.2.3. Customers' Responses - Solution Responsiveness

Customer ratings of Indian railway staff

Parameter	FlashPoint %	Grade	Weight
Helpful	10	B	4
Solves their problem	10	B	4

Issues found by customer while managing their operations

Staff asked for gratification	0	A	5
Staff had middle men / touts involved	60	F	0

7.3. FINDINGS – GOODS/SERVICES

This section depicts the experience of customers who availed the goods services.

7.3.1 Customers' Responses - Services

Experience of customer at the time of booking, billing and monitoring of freight

Parameter	FlashPoint %	Grade	Weight
Clear information on rates, discounts, rebates, etc.	0	A	5
Smooth Online booking system	0	A	5
Error free Payment system	0	A	5
Delivery of Railway Receipt & other important documents	0	A	5
Correct, accurate billing	0	A	5
Online monitoring & tracking system	0	A	5

Experience of customer at the time of loading/unloading of freight

Information about arrival / departure of rakes	0	A	5
Access to goods terminal for trucks /other vehicles	40	F	0
Safe hygienic working conditions for laborers /loaders	0	A	5
Correct billing of demurrage / wharfage	0	A	5
Overall ambience lighting & security in the area	20	D	2

7.3.2. Customers' Responses - Professionalism

Experience of customer after interacting with railway staff

Parameter	FlashPoint %	Grade	Weight
Commercial staff at the Good shed/ Terminal	0	A	5
Staff at the Station (E.g., SM)	0	A	5
Senior Railways officers	0	A	5

Customers' overall rating of the Indian Railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5
Theft and pilferage was high	0	A	5

7.3.3. Customers 'Responses - Solution Responsiveness

Experience of customer at the time of loading/unloading of your freight

Parameter	FlashPoint %	Grade	Weight
Help from Railways staff in case of any difficulty	0	A	5
Helpful	10	B	4
Solves their problem	0	A	5

Issues faced by customer while managing their operations

Staff asked for gratification	0	A	5
Staff had middle men / touts involved	10	B	4

Division CTS- Touch Point

TICKET BOOKING

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	2.82
PROFESSIONAL TRUST	2.67
SOLUTION TRUST	4.67
OVERALL	3.38

AT THE STATION

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	3.25
PROFESSIONAL TRUST	4.67
SOLUTION TRUST	5.00
OVERALL	4.31

IN THE TRAIN

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	2.38
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	2.00
OVERALL	3.13

PARCEL

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	3.08
PROFESSIONAL TRUST	4.50
SOLUTION TRUST	3.25
OVERALL	3.61

GOODS

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	3.36
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	4.60
OVERALL	4.32

Chapter 8: Key Findings – Chennai Division

This Chapter contains the findings of the study from the Bangalore division.

Chennai Division (SR): Tables and Analysis



Summary

Aggregate Citizen Trust Score for Division

Division level score of Chennai Division is 4.73 i.e. the sum average of service trust, Professional Trust & Solution Trust. Solution trust score was highest with a CTS of 4.82 out of 5, followed by professional trust and Service trust which is 4.68.

Dimension	CitizenTrustScore
Service Trust	4.68
Professional Trust	4.68
Solution Trust	4.82
Division Level CTS	4.73



A	B	C	D	E	F
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The average grading of this division is B with a trust score of 4.73.

Significant Flash Points (Flashpoints more than 20%)

Passengers

Flash points above 20% in some parameters

Services

- No flash points above 20%

Professionalism

- No flash points above 20%

Solution

- No flash points above 20%

Responsiveness

Parcel

Flash points above 20% in some parameters

Services

- No flash points above 20%

Professionalism

- No flash points above 20%

Solution

- No flash points above 20%

Responsiveness

Goods/Services

Flash points above 20% in some parameters

Services

- Customers had negative experience with the overall ambience lighting and security in the area.
- Unsafe hygienic working conditions for laborers/loaders

Professionalism

- No flash points above 20%

Solution

- No flash points above 20%

Responsiveness

8.1 FINDINGS - PASSENGERS

8.1.1 Passengers' Responses - Services

Services are further categorized into 1. Physical Infrastructure which includes For Ex. Toilets, Wi-Fi, Bedsheets etc. 2. Customer experience which includes For Ex. Getting the ticket hassle-free, time spend at counters for tickets etc.

Passengers' experience using various facilities inside the train

Parameter	FlashPoint %	Grade	Weight
Lighting	4	A	5
Compartment (cleanliness)	8	B	4
Seat / Berth	0	A	5
Air-conditioner / Fan	0	A	5
General Furniture	0	A	5
Pantry car / Dining car	0	A	5
Changing seat / berth	0	A	5
Catering	8	B	4
Bed roll	8	B	4

Experiences of passengers about facilities at the railway station

Parameter	FlashPoint %	Grade	Weight
Drinking Water	5.4	B	4
Foot Over Bridge	0	A	5
Waiting Room / Dormitory	5.4	B	4
Food & Refreshments	0	A	5
Toilets	11.2	C	3
Wi-Fi	3.2	A	5
ATM	2.7	A	5
Direction signboards / digital displays	0	A	5
Station Announcements	0	A	5
Parking Facilities	3.7	A	5

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Searching for trains	0	A	5
Trains availability enquiry	0	A	5
Booking the tickets	0	A	5
Payments	0	A	5

Experiences of passengers about reservations enquiry and information services at the station / reservation counter

Clear, complete information	0	A	5
Clean, hygienic booking office	0	A	5
Well maintained working systems	0	A	5
Sense of security and safe environment	0	A	5

Passengers' statements regarding experience of ticket booking

Got the ticket of my choice without any hassle	0	A	5
Did not have to spend too much time while booking the tickets	5	A	5
Found the ticketing process smooth and very efficient	0	A	5

Experiences of the passenger's experience of train travel

Boarded the train and found my seat without any hassle	4	A	5
Could get a seat of my choice	12	C	3
Had a comfortable and clean travel in the train	4	A	5
Had a safe and secured time in the train with the RPF staff providing security	8	B	4

Experiences of passengers using services at the station

Luggage Booking	0	A	5
Divyangjan facilities / services	0	A	5
Left Luggage Locker/Cloak Room	5.4	B	4
Medical Services / Emergency	2.7	A	5

Statements describing passenger's experience

Had a safe and smooth boarding experience	3.7	A	5
Felt safe and secured at the railway station	3.7	A	5

Experiences of passengers after deboarding the train

Parameter	FlashPoint %	Grade	Weight
Taxi / Auto services	0	A	5
Reached their destination station safely	0	A	5
Got down from the train smoothly and without any delay	20	D	2

Was able leave the platform and station without any trouble	0	A	5
Found their preferred transport from the station to their home / hotel / office	0	A	5

8.1.2 Passengers' Responses - Professionalism

Behavioral study of the staff is depicted under Professionalism

Quality of interaction and service at the booking counter

Parameter	FlashPoint %	Grade	Weight
Polite and courteous	0	A	5
Professional	5	A	5
Got all the help they wanted from the staff / website	5	A	5

Behavior of the railway staff

Parameter	FlashPoint %	Grade	Weight
RPF / Police	0	A	5
Compartment Attendant staff (Cleaner, bedroll, etc.)	4	A	5
Catering / Pantry car staff	4	A	5
Any other Railways staff	0	A	5
The TTE helped them tremendously	8	B	4

Experiences of passengers using facilities at railway station

Parameter	FlashPoint %	Grade	Weight
Enquiry Services	5.4	B	4
Station Master	5.4	B	4
Enquiry Clerk	0	A	5
Train Examiner	1.6	A	5
Sahayaks/Porters	0	A	5
Waiting Room staff	2.8	A	5
Luggage services staff	5.4	B	4
Staff at the shops, restaurants and stalls	5.4	B	4
Got all the right information needed for boarding their train	3.7	A	5

8.1.3 Passengers' Responses - Solution Responsiveness

Solution responsiveness study depicts the quality of responses that the passengers got for their queries.

Experiences of passengers with the different aspects of ticket booking.

Parameter	FlashPoint %	Grade	Weight
Making any complaints & getting a response	5	A	5
Helpful	5	A	5
Solved their queries / problems	0	A	5

Experiences of the passengers using services in the train

Parameter	FlashPoint %	Grade	Weight
Filing a complaint and getting an action	0	A	5
Complaint / Feedback with the Station Master	5.4	B	4
Was treated professionally and with respect by the Indian Railways staff	0	A	5

8.2. FINDINGS – PARCEL

8.2.1 Customers' Responses - Services

Experience of customer while booking parcel/luggage

Parameter	FlashPoint %	Grade	Weight
Efficient, smooth process	0	A	5
Clean, hygienic booking office	0	A	5
Safe and secured environment	0	A	5
Correct information about rates, trains, etc.	0	A	5
Correct prices and billing	0	A	5
Error free payments	0	A	5

Customer experience while loading/unloading parcel

Information about arrival / departure of parcel	0	A	5
Time available to load / unload	0	A	5
Help in case of over carriage	0	A	5
Availability of help in the form of labourers / loaders	0	A	5
Security	0	A	5
Compensation in case of damages	0	A	5
Theft and pilferage was high	0	A	5

8.2.2. Customers' Responses - Professionalism

Customer experience of interaction with various staff

Parameter	FlashPoint %	Grade	Weight
Parcel booking staff	0	A	5
Parcel Helpers (Packers, loaders, etc.)	0	A	5
Outsourced staff	0	A	5
Parcel Supervisor / Senior Officers	0	A	5

Customer ratings of Indian railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5

8.2.3. Customers 'Responses - Solution Responsiveness

Experience of customer at the time of loading/unloading of your freight

Parameter	FlashPoint %	Grade	Weight
Help from Railways staff in case of any difficulty	0	A	5
Helpful	0	A	5
Solves their problem	0	A	5

Issues faced by customer while managing their operations

Staff asked for gratification	10	B	4
Staff had middle men / touts involved	0	A	5

8.3. FINDINGS – GOODS/SERVICES

8.3.1 Passengers' Responses – Services

Experience of customer at the time of booking, billing and monitoring of freight

Parameter	FlashPoint %	Grade	Weight
Clear information on rates, discounts, rebates, etc.	0	A	5
Smooth Online booking system	0	A	5
Error free Payment system	0	A	5
Delivery of Railway Receipt & other important documents	0	A	5
Correct, accurate billing	0	A	5
Online monitoring & tracking system	0	A	5

Experience of customer at the time of loading/unloading of freight

Information about arrival / departure of rakes	0	A	5
Access to goods terminal for trucks /other vehicles	0	A	5
Safe hygienic working conditions for labourers /loaders	60	F	0
Correct billing of demurrage / wharfage	0	A	5
Overall ambience lighting & security in the area	90	F	0

8.3.2. Passengers' Responses - Professionalism

Experience of customer after interacting with railway staff

Parameter	FlashPoint %	Grade	Weight
Commercial staff at the Goodshed/ Terminal	0	A	5
Staff at the Station (E.g., SM)	0	A	5
Senior Railways officers	0	A	5

Customers' overall rating of the Indian Railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5
Theft and pilferage was high	20	D	2

8.3.3. Customers 'Responses - Solution Responsiveness

Experience of customer at the time of loading/unloading of your freight

Parameter	FlashPoint %	Grade	Weight
Help from Railways staff in case of any difficulty	0	A	5
Helpful	0	A	5
Solves my problem	0	A	5

Issues faced by customer while managing their operations

Staff asked for gratification	10	B	4
Staff had middle men / touts involved	0	A	5

Division CTS- Touch Point

TICKET BOOKING

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	5.0
PROFESSIONAL TRUST	5.0
SOLUTION TRUST	5.0
OVERALL	5.0

AT THE STATION

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.8
PROFESSIONAL TRUST	4.1
SOLUTION TRUST	4.5
OVERALL	4.5

IN THE TRAIN

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.5
PROFESSIONAL TRUST	4.8
SOLUTION TRUST	5.0
OVERALL	4.8

PARCEL

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	5.0
PROFESSIONAL TRUST	5.0
SOLUTION TRUST	4.8
OVERALL	4.9

GOODS

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.1
PROFESSIONAL TRUST	4.5
SOLUTION TRUST	4.8
OVERALL	4.5

Chapter 9: Key Findings – Dhanbad Division

This Chapter contains the findings of the study from the Dhanbad division.

Dhanbad Division (ECR): Tables and Analysis



Summary

Aggregate Citizen Trust Score for Dhanbad Division

Division level score of Dhanbad Division is 4.59 i.e. the sum average of service trust, Professional Trust & Solution Trust. Service trust score was highest with a CTS of 4.65 out of 5, followed by Professional trust which is 4.61. Solution trust was the lowest of all the three as it scored 4.50 out of 5.

Dimension	CitizenTrustScore
Service Trust	4.65
Professional Trust	4.61
Solution Trust	4.50
Division Level CTS	4.59



A	B	C	D	E	F
---	---	---	---	---	---

The average grading of this division is B with a trust score of 4.59.

Significant Flash Points (Flashpoints more than 20%)

Passengers

Flash points above 20% in some parameters

- | | |
|--------------------------------|---|
| Services | <ul style="list-style-type: none">• No flash points above 20% |
| Professionalism | <ul style="list-style-type: none">• No flash points above 20% |
| Solution Responsiveness | <ul style="list-style-type: none">• No flash points above 20% |
-

Parcel

Flash points above 20% in some parameters

- | | |
|--------------------------------|--|
| Services | <ul style="list-style-type: none">• Theft and pilferage were high. |
| Professionalism | <ul style="list-style-type: none">• No flash points above 20% |
| Solution Responsiveness | <ul style="list-style-type: none">• Staff asked for gratification |
-

Goods/Services

Flash points above 20% in some parameters

- | | |
|---------------------------------------|---|
| Services | <ul style="list-style-type: none">• No flash points above 20% |
| Professionalism | <ul style="list-style-type: none">• No flash points above 20% |
| <i>Solution Responsiveness</i> | <ul style="list-style-type: none">• No flash points above 20% |

9.1 FINDINGS - PASSENGERS

As explained in Chapter 2, the passengers are categorized in one group to present their responses and further their responses have been categorized in the three groups viz: Services, Professionalism and solution responsiveness.

This section depicts the responses of passengers on the services that they availed.

9.1.1 Passengers' Responses – Services

Services availed by the passengers are further categorized into the following

1. Physical Infrastructure which includes Toilets, Wi-Fi, Bedsheets etc.
2. Customer experience which includes getting the ticket hassle-free, time spent at counters for tickets etc.

Passengers' experience using various facilities inside the train

Parameter	FlashPoint %	Grade	Weight
Lighting	0	A	5
Compartment (cleanliness)	0	A	5
Seat / Berth	0	A	5
Air-conditioner / Fan	0	A	5
General Furniture	6.3	B	4
Pantry car / Dining car	0	A	5
Changing seat / berth	0	A	5
Catering	3.1	A	5
Bed roll	0	A	5

Experiences of passengers about facilities at the railway station

Parameter	FlashPoint %	Grade	Weight
Drinking Water	5.6	B	4
Foot Over Bridge	2.8	A	5
Waiting Room / Dormitory	5.6	B	4
Food & Refreshments	8.3	B	4
Toilets	16.2	D	2
Wi-Fi	13.2	C	3
ATM	0	A	5
Direction signboards / digital displays	0	A	5
Station Announcements	0	A	5
Parking Facilities	3.8	A	5

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Searching for trains	5	A	5
Trains availability enquiry	0	A	5
Booking the tickets	0	A	5
Payments	0	A	5

Experiences of passengers about reservations enquiry and information services at

the station / reservation counter.

Clear, complete information	0	A	5
Clean, hygienic booking office	0	A	5
Well, maintained working systems	0	A	5
Sense of security and safe environment	0	A	5

Passengers' statements regarding experience of ticket booking

Got the ticket of my choice without any hassle	5	A	5
Did not have to spend too much time while booking the tickets	15	C	3
Found the ticketing process smooth and very efficient	10	B	4

Experiences of the passenger's experience of train travel

Boarded the train and find my seat without any hassle	0	A	5
Could get a seat of my choice	9.4	B	4
Comfortable and clean travel in the train	6.3	B	4
Had a safe and secured time in the train with the RPF staff providing security	0	A	5

Experiences of passengers using services at the station

Luggage Booking	0	A	5
Divyangjan facilities / services	2.8	A	5
Left Luggage Locker/Cloak Room	0	A	5
Medical Services / Emergency	0	A	5

Statements describing passenger's experience

Had a safe and smooth boarding experience	7.7	B	4
Felt safe and secured at the railway station	7.7	B	4

Experiences of passengers after de-boarding the train

Parameter	FlashPoint %	Grade	Weight
Taxi / Auto services	0	A	5
Reached my destination station safely	0	A	5
Got down from the train smoothly and without any delay	0	A	5
Was able leave the platform and station without any trouble	0	A	5
Found their preferred transport from the station to their home / hotel / office	0	A	5

9.1.2 Passengers' Responses - Professionalism

This section depicts the passengers' opinion on their interaction with the Indian railway staff.

Quality of interaction and service at the booking counter

Parameter	FlashPoint %	Grade	Weight
Polite and courteous	0	A	5
Professional	0	A	5
Got all the help wanted from the staff / website	10	B	4

Behavior of the railway staff

Parameter	FlashPoint %	Grade	Weight
RPF / Police	3.1	A	5
Compartment Attendant staff (Cleaner, bedroll, etc.)	3.1	A	5
Catering / Pantry car staff	3.1	A	5
Any other Railways staff	9.4	B	4
The TTE helped them tremendously	15.6	D	2

Experiences of passengers using facilities at railway station

Parameter	FlashPoint %	Grade	Weight
Enquiry Services	5.6	B	4
Station Master	0	A	5
Enquiry Clerk	2.8	A	5
Train Examiner	0	A	5
Sahayaks/Porters	11.1	C	3
Waiting Room staff	5.6	B	4
Luggage services staff	0	A	5
Staff at the shops, restaurants and stalls	2.8	A	5
Got all the right information needed for boarding the train	0	A	5

9.1.3 Passengers' Responses - Solution Responsiveness

This section depicts the responses related to the solution responsiveness by the Indian Railway staff.

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Making any complaints & getting a response	5	A	5
Helpful	0	A	5
Solved their queries / problems	0	A	5

Experiences of the passengers using services in the train

Parameter	FlashPoint %	Grade	Weight
Filing a complaint and getting an action	0	A	5
Complaint / Feedback with the Station Master	8.3	B	4
Treated professionally and with respect by the Indian Railways staff	11.5	C	3

9.2. FINDINGS – PARCEL

This section contains the customers' experiences regarding the booking/receiving of their goods/luggage.

9.2.1 Customers' Responses - Services

Experience of customer while booking parcel/luggage

Parameter	FlashPoint %	Grade	Weight
Efficient, smooth process	0	A	5
Clean, hygienic booking office	0	A	5
Safe and secured environment	0	A	5
Correct information about rates, trains, etc.	0	A	5
Correct prices and billing	0	A	5
Error free payments	0	A	5

Customer experience while loading/unloading parcel

Information about arrival / departure of parcel	0	A	5
Time available to load / unload	0	A	5
Help in case of over carriage	0	A	5
Availability of help in the form of labourers / loaders	0	A	5
Security	10	B	4
Compensation in case of damages	0	A	5
Theft and pilferage were high	30	F	0

9.2.2. Customers' Responses - Professionalism

Customer experience of interaction with various staff

Parameter	FlashPoint %	Grade	Weight
Parcel booking staff	0	A	5
Parcel Helpers (Packers, loaders, etc.)	0	A	5
Outsourced staff	0	A	5
Parcel Supervisor / Senior Officers	0	A	5

Customer ratings of Indian railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5

9.2.3. Customers' Responses - Solution Responsiveness

Customer ratings of Indian railway staff

Parameter	FlashPoint %	Grade	Weight
Helpful	0	A	5
Solves their problem	0	A	5

Issues found by customer while managing their operations

Staff asked for gratification	40	F	0
Staff had middle men / touts involved	10	B	4

9.3. FINDINGS – GOODS/SERVICES

This section depicts the experience of customers who availed the goods services.

9.3.1 Customers' Responses - Services

Experience of customer at the time of booking, billing and monitoring of freight

Parameter	FlashPoint %	Grade	Weight
Clear information on rates, discounts, rebates, etc.	0	A	5
Smooth Online booking system	0	A	5
Error free Payment system	0	A	5
Delivery of Railway Receipt & other important documents	0	A	5
Correct, accurate billing	0	A	5
Online monitoring & tracking system	0	A	5

Experience of customer at the time of loading/unloading of freight

Information about arrival / departure of rakes	0	A	5
Access to goods terminal for trucks /other vehicles	10	B	4
Safe hygienic working conditions for labourers /loaders	0	A	5
Correct billing of demurrage / wharfage	0	A	5
Overall ambience lighting & security in the area	20	D	2

9.3.2. Customers' Responses - Professionalism

Experience of customer after interacting with railway staff

Commercial staff at the Good shed/ Terminal	0	A	5
Staff at the Station (E.g., SM)	0	A	5
Senior Railways officers	0	A	5

Customers' overall rating of the Indian Railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5
Theft and pilferage were high	0	A	5

9.3.3. Customers 'Responses - Solution Responsiveness

Experience of customer at the time of loading/unloading of your freight

Parameter	FlashPoint %	Grade	Weight
Help from Railways staff in case of any difficulty	0	A	5
Helpful	0	A	5
Solves their problem	0	A	5

Issues faced by customer while managing their operations

Staff asked for gratification	0	A	5
Staff had middle men / touts involved	0	A	5

Division CTS- Touch Point

TICKET BOOKING

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.73
PROFESSIONAL TRUST	4.67
SOLUTION TRUST	5.00
OVERALL	4.80

AT THE STATION

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.56
PROFESSIONAL TRUST	4.20
SOLUTION TRUST	3.50
OVERALL	4.09

IN THE TRAIN

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.77
PROFESSIONAL TRUST	4.20
SOLUTION TRUST	5.00
OVERALL	4.66

PARCEL

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.54
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	4.00
OVERALL	4.51

GOODS

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.64
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	5.00
OVERALL	4.88

Chapter 10: Key Findings – Hyderabad Division

This Chapter contains the findings of the study from the Hyderabad division.

Hyderabad Division (SCR): Tables and Analysis



Summary

Aggregate Citizen Trust Score for Division

Division level score of Hyderabad Division is 4.64 i.e. the sum average of service trust, Professional Trust & Solution Trust. Solution trust score was highest with a CTS of 4.85 out of 5 followed by professional trust which is 4.66. Service trust was the lowest of all the three as it scored 4.39.

Dimension	CitizenTrustScore
Service Trust	4.39
Professional Trust	4.66
Solution Trust	4.85
Division Level CTS	4.64



A	B	C	D	E	F
---	---	---	---	---	---

The average grading of this division is B with a trust score of 4.64.

Significant Flash Points (Flashpoints more than 20%)

Passengers

Flash points above 20% in some parameters

Services

- Did have to spend too much time while booking the tickets

Professionalism

- No flash points above 20%

Solution Responsiveness

- No flash points above 20%
-

Parcel

Flash points above 20% in some parameters

Services

- Customers were not happy with the cleanliness and hygienic conditions of the booking office
- Customers did not experience efficient and smooth process, while booking their parcel/ luggage

Professionalism

- No flash points above 20%

Solution Responsiveness

- No flash points above 20%
-

Goods/Services

Flash points above 20% in some parameters

Services

- No flash points above 20%

Professionalism

- No flash points above 20%

Solution Responsiveness

- No flash points above 20%

10.1 FINDINGS - PASSENGERS

As explained in Chapter 2, the passengers are categorized in one group to present their responses and further their responses have been categorized in the three groups viz: Services, Professionalism and solution responsiveness.

This section depicts the responses of passengers on the services that they availed.

10.1.1 Passengers' Responses – Services

Services availed by the passengers are further categorized into the following:

1. Physical Infrastructure which includes toilets, Wi-Fi, Bedsheets etc.
2. Customer experience which includes getting the ticket hassle-free, time spent at counters for tickets etc.

Passengers' experience using various facilities inside the train

Parameter	Flashpoint %	Grade	Weight
Lighting	8	B	4
Compartment (cleanliness)	12	C	3
Seat / Berth	8	B	4
Air-conditioner / Fan	4	A	5
General Furniture	4	A	5
Pantry car / Dining car	4	A	5
Changing seat / berth	8	B	4
Catering	4	A	5
Bed roll	0	A	5

Experiences of passengers about facilities at the railway station

Parameter	FlashPoint %	Grade	Weight
Drinking Water	5.7	B	4
Foot Over Bridge	5.7	B	4
Waiting Room / Dormitory	2.8	A	5
Food & Refreshments	0	A	5
Toilets	18.3	D	2
Wi-Fi	5	A	5
ATM	0	A	5
Direction signboards / digital displays	0	A	5
Station Announcements	0	A	5
Parking Facilities	0	A	5

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Searching for trains	0	A	5
Trains availability enquiry	0	A	5
Booking the tickets	0	A	5
Payments	0	A	5

Experiences of passengers about reservations enquiry and information services at the station / reservation counter.

Clear, complete information	0	A	5
Clean, hygienic booking office	5	A	5
Well maintained working systems	5	A	5
Sense of security and safe environment	5	A	5

Passengers' statements regarding experience of ticket booking

Got the ticket of their choice without any hassle	10	B	4
Did not have to spend too much time while booking the tickets	30	F	0
Found the ticketing process smooth and very efficient	10	B	4

Experiences of the passengers' experience of train travel

Boarded the train and find their seat without any hassle	8	B	4
Could get a seat of their choice	8	B	4
Comfortable and clean travel in the train	16	D	2
Had a safe and secured time in the train with the RPF staff providing security	8	B	4

Experiences of passengers using services at the station

Luggage Booking	0	A	5
Divyangjan facilities / services	2.8	A	5
Left Luggage Locker/Cloak Room	2.8	A	5
Medical Services / Emergency	0	A	5

Statements describing passenger's experience

Had a safe and smooth boarding experience	0	A	5
Felt safe and secured at the railway station	0	A	5

Experiences of passengers after deboarding the train

Parameter	Flashpoint %	Grade	Weight
Taxi / Auto services	0	A	5
Reached their destination station safely	0	A	5
Got down from the train smoothly and without any delay	10	B	4
Was able leave the platform and station without any trouble	0	A	5
Found their preferred transport from the station to their home / hotel / office	20	D	2

10.1.2 Passengers' Responses - Professionalism

This section depicts the passengers' opinion on their interaction with the Indian railway staff.

Quality of interaction and service at the booking counter

Parameter	FlashPoint %	Grade	Weight
Polite and courteous	5	A	5
Professional	5	A	5
Got all the help wanted from the staff / website	10	B	4

Behavior of the railway staff

Parameter	FlashPoint %	Grade	Weight
RPF / Police	8	B	4
Compartment Attendant staff (Cleaner, bedroll, etc.)	8	B	4
Catering / Pantry car staff	8	B	4
Any other Railways staff	4	A	5
The TTE helped them tremendously	16	D	2

Experiences of passengers using facilities at railway station

Parameter	FlashPoint %	Grade	Weight
Enquiry Services	0	A	5
Station Master	0.8	A	5
Enquiry Clerk	2.8	A	5
Train Examiner	0	A	5
Sahayaks/Porters	0	A	5
Waiting Room staff	0	A	5
Luggage services staff	2.8	A	5
Staff at the shops, restaurants and stalls	0	A	5
Got all the right information needed for boarding the train	0	A	5

10.1.3 Passengers' Responses - Solution Responsiveness

This section depicts the responses related to the solution responsiveness by the Indian Railway staff.

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Making any complaints & getting a response	0	A	5
Helpful	10	B	4
Solved their queries / problems	0	A	5

Experiences of the passengers using services in the train

Parameter	Flashpoint %	Grade	Weight
Filing a complaint and getting an action	4	A	5
Complaint / Feedback with the Station Master	0	A	5
Treated professionally and with respect by the Indian Railways staff	0	A	5

10.2. FINDINGS – PARCEL

This section contains the customers' experiences regarding the booking/receiving of their goods/luggage.

10.2.1 Customers' Responses - Services

Experience of customer while booking parcel/luggage

Parameter	FlashPoint %	Grade	Weight
Efficient, smooth process	30	F	0
Clean, hygienic booking office	50	F	0
Safe and secured environment	0	A	5
Correct information about rates, trains, etc.	0	A	5
Correct prices and billing	0	A	5
Error free payments	10	B	4

Customer experience while loading/unloading parcel

Information about arrival / departure of parcel	0	A	5
Time available to load / unload	0	A	5
Help in case of over carriage	0	A	5
Availability of help in the form of labourers / loaders	0	A	5
Security	0	A	5
Compensation in case of damages	20	D	2
Theft and pilferage were high	10	B	4

10.2.2. Customers' Responses - Professionalism

Customer experience of interaction with various staff

Parameter	FlashPoint %	Grade	Weight
Parcel booking staff	0	A	5
Parcel Helpers (Packers, loaders, etc.)	0	A	5
Outsourced staff	0	A	5
Parcel Supervisor / Senior Officers	0	A	5

Customer ratings of Indian railway staff

Polite and Courteous	10	B	4
Professional & Efficient	0	A	5

10.2.3. Customers' Responses - Solution Responsiveness

Customer ratings of Indian railway staff

Parameter	FlashPoint %	Grade	Weight
Helpful	0	A	5
Solves their problem	0	A	5

Issues found by customer while managing their operations

Staff asked for gratification	0	A	5
Staff had middle men / touts involved	0	A	5

10.3. FINDINGS – GOODS/SERVICES

This section depicts the experience of customers who availed the goods services.

10.3.1 Customers' Responses - Services

Experience of customer at the time of booking, billing and monitoring of freight

Parameter	FlashPoint %	Grade	Weight
Clear information on rates, discounts, rebates, etc.	0	A	5
Smooth Online booking system	0	A	5
Error free Payment system	0	A	5
Delivery of Railway Receipt & other important documents	0	A	5
Correct, accurate billing	10	B	4
Online monitoring & tracking system	0	A	5

Experience of customer at the time of loading/unloading of freight

Information about arrival / departure of rakes	0	A	5
Access to goods terminal for trucks /other vehicles	0	A	5
Safe hygienic working conditions for labourers /loaders	0	A	5
Correct billing of demurrage / wharfage	0	A	5
Overall ambience lighting & security in the area	0	A	5

10.3.2. Customers' Responses - Professionalism

Experience of customer after interacting with railway staff

Commercial staff at the Good shed/ Terminal	0	A	5
Staff at the Station (E.g., SM)	0	A	5
Senior Railways officers	0	A	5

Customers' overall rating of the Indian Railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5
Theft and pilferage were high	0	A	5

10.3.3. Customers 'Responses - Solution Responsiveness

Experience of customer at the time of loading/unloading of your freight

Parameter	FlashPoint %	Grade	Weight
Help from Railways staff in case of any difficulty	0	A	5
Helpful	10	B	4
Solves their problem	0	A	5

Issues faced by customer while managing their operations

Staff asked for gratification	0	A	5
Staff had middle men / touts involved	10	B	4

Division CTS- Touch Point

TICKET BOOKING

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.36
PROFESSIONAL TRUST	4.67
SOLUTION TRUST	4.67
OVERALL	4.57

AT THE STATION

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.69
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	5.00
OVERALL	4.90

IN THE TRAIN

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.15
PROFESSIONAL TRUST	3.80
SOLUTION TRUST	5.00
OVERALL	4.32

PARCEL

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	3.85
PROFESSIONAL TRUST	4.83
SOLUTION TRUST	5.00
OVERALL	4.56

GOODS

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.91
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	4.60
OVERALL	4.84

Chapter 11: Key Findings – Katihar Division

This Chapter contains the findings of the study from the Katihar division.

Katihar Division (NFR): Tables and analysis



Summary

Aggregate Citizen Trust Score for Division

Division level score of Katihar Division is 4.63 i.e. the sum average of service trust, Professional Trust & Solution Trust. Solution trust score was highest with a CTS of 4.88 out of 5, followed by Service trust which is 4.53. Professional trust was the lowest of all the three as it scored 4.49 out of 5.

Dimension	CitizenTrustScore
Service Trust	4.53
Professional Trust	4.49
Solution Trust	4.88
Division Level CTS	4.63



A	B	C	D	E	F
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The average grading of this division is B with a trust score of 4.63.

Significant Flash Points (Flashpoints more than 20%)

Passengers

Flash points above 20% in some parameters

Services

- Ticketing process is not smooth and very efficient
- Did have to spend too much time while booking the tickets
- Passengers did not get the ticket of their choice without any hassle
- Was not able to board the train and find their seat without any hassle
- Respondents did not reach their destination station safely.

Professionalism

- Did not get all the help they wanted from the staff/ website

Solution

Responsiveness

- No flash points above 20%
-

Parcel

Flash points above 20% in some parameters

Services

- No flash points above 20%

Professionalism

- No flash points above 20%

Solution

- No flash points above 20%

Responsiveness

Goods/Services

Flash points above 20% in some parameters

Services

- No flash points above 20%

Professionalism

- No flash points above 20%

Solution

- No flash points above 20%

Responsiveness

11.1 FINDINGS - PASSENGERS

As explained in Chapter 2, the passengers are categorized in one group to present their responses and further their responses have been categorized in the three groups viz: Services, Professionalism and solution responsiveness.

This section depicts the responses of passengers on the services that they availed.

11.1.1 Passengers' Responses – Services

Services are further categorized into:

1. Physical Infrastructure which includes Toilets, Wi-Fi, Bedsheets etc.
2. Customer experience which includes getting the ticket hassle-free, time spend at counters for tickets etc.

Passengers' experience using various facilities inside the train

Parameter	FlashPoint %	Grade	Weight
Lighting	0	A	5
Compartment (cleanliness)	0	A	5
Seat / Berth	0	A	5
Air-conditioner / Fan	0	A	5
General Furniture	0	A	5
Pantry car / Dining car	0	A	5
Changing seat / berth	0	A	5
Catering	0	A	5
Bed roll	0	A	5

Experiences of passengers about facilities at the railway station

Parameter	FlashPoint %	Grade	Weight
Drinking Water	0	A	5

Foot Over Bridge	0	A	5
Waiting Room / Dormitory	0	A	5
Food & Refreshments	0	A	5
Toilets	0	A	5
Wi-Fi	0	A	5
ATM	2.8	A	5
Direction signboards / digital displays	0	A	5
Station Announcements	0	A	5
Parking Facilities	0	A	5

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Searching for trains	0	A	5
Trains availability enquiry	0	A	5
Booking the tickets	0	A	5
Payments	0	A	5

Experiences of passengers about reservations enquiry and information services at the station / reservation counter.

Clear, complete information	0	A	5
Clean, hygienic booking office	0	A	5
Well maintained working systems	0	A	5
Sense of security and safe environment	0	A	5

Passengers' statements regarding experience of ticket booking

Got the ticket of their choice without any hassle	75	F	0
Did not have to spend too much time while booking the tickets	75	F	0
Found the ticketing process smooth and very efficient	80	F	0

Experiences of the passenger's experience of train travel

Boarded the train and found seats without any hassle	68	F	0
Could get a seat of their choice	4	A	5
Comfortable and clean travel in the train	20	D	2
Had a safe and secured time in the train with the RPF staff providing security	8	B	4

Experiences of passengers using services at the station

Luggage Booking	0	A	5
Divyangjan facilities / services	0	A	5
Left Luggage Locker/Cloak Room	0	A	5
Medical Services / Emergency	0	A	5

Statements describing passenger's experience

Had a safe and smooth boarding experience	0	A	5
Felt safe and secured at the railway station	0	A	5

Experiences of passengers after deboarding the train

Parameter	FlashPoint %	Grade	Weight
Taxi / Auto services	0	A	5
Reached their destination station safely	25	E	1
Got down from the train smoothly and without any delay	16.7	D	2
Was able leave the platform and station without any trouble	16.7	D	2
Found their preferred transport from the station to their home / hotel / office	16.7	D	2

11.1.2 Passengers' Responses - Professionalism

As mentioned in chapter-2 interactional experiences between passengers and the staff was depicted under Professionalism. Moreover, in these tables staff behavior and services with passengers has been studied here.

Quality of interaction and service at the booking counter

Parameter	FlashPoint %	Grade	Weight
Polite and courteous	0	A	5
Professional	0	A	5
Got all the help they wanted from the staff / website	80	F	0

Behavior of the railway staff

Parameter	FlashPoint %	Grade	Weight
RPF / Police	0	A	5
Compartment Attendant staff (Cleaner, bedroll, etc.)	0	A	5
Catering / Pantry car staff	0	A	5
Any other Railways staff	0	A	5
The TTE helped them tremendously	16	D	2

Experiences of passengers using facilities at railway station

Parameter	FlashPoint %	Grade	Weight
Enquiry Services	0	A	5
Station Master	0	A	5
Enquiry Clerk	0	A	5
Train Examiner	0	A	5
Sahayaks/Porters	0	A	5
Waiting Room staff	0	A	5
Luggage services staff	0	A	5
Staff at the shops, restaurants and stalls	0	A	5
Got all the right information needed for boarding the train	8.3	B	4

11.1.3 Passengers' Responses - Solution Responsiveness

Solution responsiveness study depicts the quality of responses that the passengers got for their queries i.e. the quality or the nature of responses that passengers got for their queries.

Experiences of passengers with the different aspects of ticket booking.

Parameter	FlashPoint %	Grade	Weight
Making any complaints & getting a response	0	A	5
Helpful	0	A	5
Solved my queries / problems	0	A	5

Experiences of the passengers using services in the train

Parameter	FlashPoint %	Grade	Weight
Filing a complaint and getting an action	0	A	5
Complaint / Feedback with the Station Master	0	A	5
Treated professionally and with respect by the Indian Railways staff	0	A	5

11.2. FINDINGS – PARCEL

This section contains the customer experiences regarding the transportation of their goods/luggage.

Experience contains booking experience, staff interactions, railway facilities etc...

11.2.1 Customers' Responses - Services

Experience of customer while booking parcel

Parameter	FlashPoint %	Grade	Weight
Efficient, smooth process	0	A	5
Clean, hygienic booking office	10	B	4
Safe and secured environment	10	B	4
Correct information about rates, trains, etc.	0	A	5
Correct prices and billing	0	A	5
Error free payments	0	A	5

Customer experience while loading/unloading parcel

Information about arrival / departure of parcel	0	A	5
Time available to load / unload	0	A	5
Help in case of over carriage	0	A	5
Availability of help in the form of labourers / loaders	0	A	5
Security	0	A	5
Compensation in case of damages	0	A	5
Theft and pilferage was high	0	A	5

11.2.2. Customers' Responses - Professionalism

Customer experience of interaction with various staff

Parameter	FlashPoint %	Grade	Weight
Parcel booking staff	0	A	5
Parcel Helpers (Packers, loaders, etc.)	0	A	5
Outsourced staff	0	A	5
Parcel Supervisor / Senior Officers	0	A	5

Customer ratings of Indian railway staff

Polite and Courteous	0	A	5
Professional & Efficient	10	B	4

11.2.3. Customers' Responses - Solution Responsiveness

Customer ratings of Indian railway staff

Parameter	FlashPoint %	Grade	Weight
Helpful	0	A	5
Solves their problem	0	A	5

Issues found by customer while managing their operations

Staff asked for gratification	0	A	5
Staff had middle men / touts involved	0	A	5

11.3. FINDINGS – GOODS/SERVICES

This section depicts the services, facilities and the interactions of Indian railway staff and customers. Transportation of goods and services related business has been taken into account here.

11.3.1 Customers' Responses – Services

Experience of customer at the time of booking, billing and monitoring of freight

Parameter	FlashPoint %	Grade	Weight
Clear information on rates, discounts, rebates, etc.	0	A	5
Smooth Online booking system	0	A	5
Error free Payment system	0	A	5
Delivery of Railway Receipt & other important documents	0	A	5
Correct, accurate billing	0	A	5
Online monitoring & tracking system	0	A	5

Experience of customer at the time of loading/unloading of freight

Information about arrival / departure of rakes	0	A	5
Access to goods terminal for trucks /other vehicles	0	A	5
Safe hygienic working conditions for labourers /loaders	0	A	5
Correct billing of demurrage / wharfage	0	A	5
Overall ambience lighting & security in the area	0	A	5

11.3.2. Customers' Responses - Professionalism

Experience of customer after interacting with railway staff

Parameter	FlashPoint %	Grade	Weight
Commercial staff at the Goodshed/ Terminal	0	A	5
Staff at the Station (E.g., SM)	0	A	5
Senior Railways officers	0	A	5

Customers' overall rating of the Indian Railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5
Theft and pilferage was high	0	A	5

11.3.3. Customers' Responses - Solution Responsiveness

Experience of customer at the time of loading/unloading of your freight

Parameter	FlashPoint %	Grade	Weight
Help from Railways staff in case of any difficulty	0	A	5
Helpful	20	D	2
Solves their problem	0	A	5

Issues faced by customer while managing their operations

Staff asked for gratification	0	A	5
Staff had middle men / touts involved	0	A	5

Division CTS- Touch Point

TICKET BOOKING

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	3.64
PROFESSIONAL TRUST	3.33
SOLUTION TRUST	5.00
OVERALL	3.99

AT THE STATION

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	5.00
PROFESSIONAL TRUST	4.89
SOLUTION TRUST	5.00
OVERALL	4.96

IN THE TRAIN

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.15
PROFESSIONAL TRUST	4.40
SOLUTION TRUST	5.00
OVERALL	4.52

PARCEL

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.85
PROFESSIONAL TRUST	4.83
SOLUTION TRUST	5.00
OVERALL	4.89

GOODS

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	5.00
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	4.40
OVERALL	4.80

Chapter 12: Key Findings – Kharagpur Division

This Chapter contains the findings of the study from the Kharagpur division.

Kharagpur Division (SER): Tables and Analysis



Summary

Aggregate Citizen Trust Score for Division

Division level score of Kharagpur Division is 4.81 i.e. the sum average of service trust, Professional Trust & Solution Trust. Solution trust score was highest with a CTS of 5 out of 5, followed by professional trust which is 4.75. Service trust was the lowest of all the three as it scored 4.69 out of 5.

Dimension	CitizenTrustScore
Service Trust	4.69
Professional Trust	4.75
Solution Trust	5.00
Division Level CTS	4.81



A	B	C	D	E	F
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The average grading of this division is B with a trust score of 4.81.

Significant Flash Points (Flashpoints more than 20%)

Passengers

Flash points above 20% in some parameters

Services

- Facilities of drinking water were not satisfactory to the customers
- Passengers did not find their preferred transport from station to their home/Hotel/Office.

Professionalism

- No flash points above 20%

Solution Responsiveness

- No flash points above 20%
-

Parcel

Flash points above 20% in some parameters

Services

- No flash points above 20%

Professionalism

- No flash points above 20%

Solution Responsiveness

- No flash points above 20%
-

Goods/Services [NIMPURA (NPTY)/KALAIKUNDA (KKQ)]

Flash points above 20% in some parameters

Services

- No flash points above 20%

Professionalism

- No flash points above 20%

Solution Responsiveness

- No flash points above 20%

12.1 FINDINGS - PASSENGERS

As explained in Chapter 2, the passengers are categorized in one group to present their responses and further their responses have been categorized in the three groups viz: Services, Professionalism and solution responsiveness.

This section depicts the responses of passengers on the services that they availed.

12.1.1 Passengers' Responses – Services

Services availed by the passengers are further categorized into the following:

1. Physical Infrastructure which includes toilets, Wi-Fi, Bedsheets etc.
2. Customer experience which includes getting the ticket hassle-free, time spent at counters for tickets etc.

Passengers' experience using various facilities inside the train

Parameter	Flashpoint %	Grade	Weight
Lighting	0	A	5
Compartment (cleanliness)	0	A	5
Seat / Berth	5	A	5
Air-conditioner / Fan	0	A	5
General Furniture	0	A	5
Pantry car / Dining car	0	A	5
Changing seat / berth	0	A	5
Catering	0	A	5
Bed roll	5	A	5

Experiences of passengers about facilities at the railway station

Parameter	Flashpoint %	Grade	Weight
Drinking Water	21.4	E	1
Foot Over Bridge	4.8	A	5
Waiting Room / Dormitory	0	A	5
Food & Refreshments	0	A	5
Toilets	16.1	D	2
Wi-Fi	12.9	C	3
ATM	2.4	A	5
Direction signboards / digital displays	7.1	B	4
Station Announcements	0	A	5
Parking Facilities	3.8	A	5

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Searching for trains	0	A	5
Trains availability enquiry	0	A	5
Booking the tickets	0	A	5
Payments	11.5	C	3

Experiences of passengers about reservations enquiry and information services at the station / reservation counter.

Clear, complete information	3.8	A	5
Clean, hygienic booking office	3.8	A	5
Well maintained working systems	0	A	5
Sense of security and safe environment	0	A	5

Passengers' statements regarding experience of ticket booking

Got the ticket of their choice without any hassle	15.4	D	2
Did not have to spend too much time while booking the tickets	15.4	D	2
Found the ticketing process smooth and very efficient	11.5	C	3

Experiences of the passengers' experience of train travel

Boarded the train and find their seat without any hassle	5	A	5
Could get a seat of their choice	10	B	4
Comfortable and clean travel in the train	5	A	5
Had a safe and secured time in the train with the RPF staff providing security	5	A	5

Experiences of passengers using services at the station

Luggage Booking	0	A	5
Divyangjan facilities / services	0	A	5
Left Luggage Locker/Cloak Room	2.4	A	5
Medical Services / Emergency	2.4	A	5

Statements describing passenger's experience

Had a safe and smooth boarding experience	3.7	A	5
Felt safe and secured at the railway station	3.8	A	5

Experiences of passengers after deboarding the train

Parameter	Flashpoint %	Grade	Weight
Taxi / Auto services	6.3	B	4
Reached their destination station safely	0	A	5
Got down from the train smoothly and without any delay	12.5	C	3
Was able leave the platform and station without any trouble	12.5	C	3
Found their preferred transport from the station to their home / hotel / office	25	E	1

12.1.2 Passengers' Responses - Professionalism

This section depicts the passengers' opinion on their interaction with the Indian railway staff.

Quality of interaction and service at the booking counter

Parameter	FlashPoint %	Grade	Weight
Polite and courteous	0	A	5
Professional	0	A	5
Got all the help wanted from the staff / website	11.5	C	3

Behavior of the railway staff

Parameter	FlashPoint %	Grade	Weight
RPF / Police	0	A	5
Compartment Attendant staff (Cleaner, bedroll, etc.)	0	A	5
Catering / Pantry car staff	5	A	5
Any other Railways staff	5	A	5
The TTE helped them tremendously	16	D	2

Experiences of passengers using facilities at railway station

Parameter	FlashPoint %	Grade	Weight
Enquiry Services	4.8	A	5
Station Master	2.4	A	5
Enquiry Clerk	0	A	5
Train Examiner	3.2	A	5
Sahayaks/Porters	2.4	A	5
Waiting Room staff	0	A	5
Luggage services staff	0	A	5

Staff at the shops, restaurants and stalls	4.8	A	5
Got all the right information needed for boarding the train	0	A	5

12.1.3 Passengers' Responses - Solution Responsiveness

This section depicts the responses related to the solution responsiveness by the Indian Railway staff.

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Making any complaints & getting a response	3.8	A	5
Helpful	3.8	A	5
Solved their queries / problems	3.8	A	5

Experiences of the passengers using services in the train

Parameter	Flashpoint %	Grade	Weight
Filing a complaint and getting an action	0	A	5
Complaint / Feedback with the Station Master	2.4	A	5
Treated professionally and with respect by the Indian Railways staff	0	A	5

12.2. FINDINGS – PARCEL

This section contains the customers' experiences regarding the booking/receiving of their goods/luggage.

12.2.1 Customers' Responses - Services

Experience of customer while booking parcel

Parameter	FlashPoint %	Grade	Weight
Efficient, smooth process	0	A	5
Clean, hygienic booking office	0	A	5
Safe and secured environment	0	A	5
Correct information about rates, trains, etc.	0	A	5
Correct prices and billing	0	A	5
Error free payments	0	A	5

Customer experience while loading/unloading parcel

Information about arrival / departure of parcel	0	A	5
Time available to load / unload	0	A	5
Help in case of over carriage	0	A	5
Availability of help in the form of labourers / loaders	0	A	5
Security	0	A	5
Compensation in case of damages	0	A	5
Theft and pilferage were high	0	A	5

12.2.2. Customers' Responses - Professionalism

Customer experience of interaction with various staff

Parameter	FlashPoint %	Grade	Weight
Parcel booking staff	0	A	5
Parcel Helpers (Packers, loaders, etc.)	0	A	5
Outsourced staff	0	A	5
Parcel Supervisor / Senior Officers	0	A	5

Customer ratings of Indian railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5

12.2.3. Customers' Responses - Solution Responsiveness

Customer ratings of Indian railway staff

Parameter	Flashpoint %	Grade	Weight
Helpful	0	A	5
Solves their problem	0	A	5

Issues found by customer while managing their operations

Staff asked for gratification	0	A	5
Staff had middle men / touts involved	0	A	5

12.3. FINDINGS – GOODS/SERVICES [NIMPURA (NPTY)/KALAIKUNDA (KKQ)]

This section depicts the experience of customers who availed the goods services.

12.3.1 Customers' Responses - Services

Experience of customer at the time of booking, billing and monitoring of freight

Parameter	Flashpoint %	Grade	Weight
Clear information on rates, discounts, rebates, etc.	0	A	5
Smooth Online booking system	0	A	5
Error free Payment system	0	A	5
Delivery of Railway Receipt & other important documents	0	A	5
Correct, accurate billing	0	A	5
Online monitoring & tracking system	0	A	5

Experience of customer at the time of loading/unloading of freight

Information about arrival / departure of rakes	0	A	5
Access to goods terminal for trucks /other vehicles	0	A	5
Safe hygienic working conditions for labourers /loaders	0	A	5
Correct billing of demurrage / wharfage	0	A	5
Overall ambience lighting & security in the area	0	A	5

12.3.2. Customers' Responses - Professionalism

Experience of customer after interacting with railway staff

Commercial staff at the Good shed/ Terminal	0	A	5
Staff at the Station (E.g., SM)	0	A	5
Senior Railways officers	0	A	5

Customers' overall rating of the Indian Railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5
Theft and pilferage were high	0	A	5

12.3.3. Customers 'Responses - Solution Responsiveness

Experience of customer at the time of loading/unloading of your freight

Parameter	FlashPoint %	Grade	Weight
Help from Railways staff in case of any difficulty	0	A	5
Helpful	0	A	5
Solves their problem	0	A	5

Issues faced by customer while managing their operations

Staff asked for gratification	0	A	5
Staff had middle men / touts involved	0	A	5

Division CTS- Touch Point

TICKET BOOKING

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.09
PROFESSIONAL TRUST	4.33
SOLUTION TRUST	5.00
OVERALL	4.47

AT THE STATION

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.44
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	5.00
OVERALL	4.81

IN THE TRAIN

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.92
PROFESSIONAL TRUST	4.40
SOLUTION TRUST	5.00
OVERALL	4.77

PARCEL

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	5.00
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	5.00
OVERALL	5.00

GOODS

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	5.00
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	5.00
OVERALL	5.00

Chapter 13: Key Findings – Khurdha Division

This Chapter contains the findings of the study from the Khurdha division.

Khurdha Division (EcoR): Tables and Analysis



Summary

Aggregate Citizen Trust Score for Division

Division level score of Khurdha Road Division is 4.93 i.e. the sum average of service trust, Professional Trust & Solution Trust. Professional trust score was highest with a CTS of 5 out of 5, followed by service trust which is 4.99. Solution trust was the lowest of all the three as it scored 4.80 out of 5.

Dimension	Citizen Trust Score
Service Trust	4.99
Professional Trust	5.00
Solution Trust	4.80
Division Level CTS	4.93



A	B	C	D	E	F
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The average grading of this division is B with a trust score of 4.93.

Significant Flash Points (Flashpoints more than 20%)

Passengers

Flash points above 20% in some parameters

- | | |
|--------------------------------|-----------------------------|
| Services | • No flash points above 20% |
| Professionalism | • No flash points above 20% |
| Solution Responsiveness | • No flash points above 20% |
-

Parcel

Flash points above 20% in some parameters

- | | |
|--------------------------------|-----------------------------|
| Services | • No flash points above 20% |
| Professionalism | • No flash points above 20% |
| Solution Responsiveness | • No flash points above 20% |
-

Goods/Services

Flash points above 20% in some parameters

- | | |
|--------------------------------|----------------------------------|
| Services | • No flash points above 20% |
| Professionalism | • No flash points above 20% |
| Solution Responsiveness | • Staff asked for gratification. |

13.1. FINDINGS - PASSENGERS

As explained in Chapter 2, the passengers are categorized in one group to present their responses and further their responses have been categorized in the three groups viz: Services, Professionalism and solution responsiveness.

This section depicts the responses of passengers on the services that they availed.

13.1.1 Passengers' Responses - Services

Services availed by the passengers are further categorized into the following:

1. Physical Infrastructure which includes Toilets, Wi-Fi, Bedsheets etc.
2. Customer experience which includes getting the ticket hassle-free, time spent at counters for tickets etc.

Passengers' experience using various facilities inside the train

Parameter	FlashPoint %	Grade	Weight
Lighting	0	A	5
Compartment (cleanliness)	0	A	5
Seat / Berth	0	A	5
Air-conditioner / Fan	0	A	5
General Furniture	0	A	5
Pantry car / Dining car	0	A	5
Changing seat / berth	0	A	5
Catering	0	A	5
Bed roll	3.6	A	5

Experiences of passengers about facilities at the railway station

Parameter	FlashPoint %	Grade	Weight
Drinking Water	0	A	5
Foot Over Bridge	0	A	5
Waiting Room / Dormitory	2.5	A	5
Food & Refreshments	0	A	5
Toilets	8.8	B	4
Wi-Fi	1.5	A	5
ATM	0	A	5
Direction signboards / digital displays	0	A	5
Station Announcements	0	A	5
Parking Facilities	3.3	A	5

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Searching for trains	0	A	5
Trains availability enquiry	0	A	5
Booking the tickets	0	A	5
Payments	0	A	5

Experiences of passengers about reservations enquiry and information services at the station / reservation counter.

Clear, complete information	0	A	5
Clean, hygienic booking office	0	A	5
Well maintained working systems	0	A	5
Sense of security and safe environment	0	A	5

Passengers' statements regarding experience of ticket booking

Got the ticket of their choice without any hassle	0	A	5
Did not have to spend too much time while booking the tickets	0	A	5
Found the ticketing process smooth and very efficient	0	A	5

Experiences of the passenger's experience of train travel

Boarded the train and find their seat without any hassle	0	A	5
Could get a seat of their choice	0	A	5
Comfortable and clean travel in the train	0	A	5
Had a safe and secured time in the train with the RPF staff providing security	0	A	5

Experiences of passengers using services at the station

Luggage Booking	0	A	5
Divyangjan facilities / services	0	A	5
Left Luggage Locker/Cloak Room	0	A	5
Medical Services / Emergency	2.5	A	5

Statements describing passenger's experience

Had a safe and smooth boarding experience	3.3	A	5
Felt safe and secured at the railway station	0	A	5

Experiences of passengers after deboarding the train

Parameter	FlashPoint %	Grade	Weight
Taxi / Auto Services	0	A	5
Reached their destination station safely	0	A	5
Got down from the train smoothly and without any delay	0	A	5
Was able leave the platform and station without any trouble	0	A	5
Found their preferred transport from the station to their home / hotel / office	0	A	5

13.1.2 Passengers' Responses - Professionalism

Behavioral study of the staff is depicted under Professionalism

Quality of interaction and service at the booking counter

Parameter	FlashPoint %	Grade	Weight
Polite and courteous	0	A	5
Professional	0	A	5
Got all the help they wanted from the staff / website	0	A	5

Behavior of the railway staff

Parameter	FlashPoint %	Grade	Weight
RPF / Police	0	A	5
Compartment Attendant staff (Cleaner, bedroll, etc.)	3.6	A	5
Catering / Pantry car staff	0	A	5
Any other Railways staff	0	A	5
The TTE helped them tremendously	3.6	A	5

Experiences of passengers using facilities at railway station

Parameter	FlashPoint %	Grade	Weight
Enquiry Services	0	A	5
Station Master	0	A	5
Enquiry Clerk	0	A	5
Train Examiner	3	A	5

Sahayaks/Porters	0	A	5
Waiting Room staff	0	A	5
Luggage services staff	0	A	5
Staff at the shops, restaurants and stalls	0	A	5
Got all the right information needed for boarding my train	0	A	5

13.1.3 Passengers' Responses - Solution Responsiveness

Solution responsiveness study depicts the quality of responses that the passengers got for their queries.

Experiences of passengers with the different aspects of ticket booking.

Parameter	FlashPoint %	Grade	Weight
Making any complaints & getting a response	0	A	5
Helpful	0	A	5
Solved their queries / problems	0	A	5

Experiences of the passengers using services in the train

Parameter	FlashPoint %	Grade	Weight
Filing a complaint and getting an action	0	A	5
Complaint / Feedback with the Station Master	0	A	5
Treated professionally and with respect by the Indian Railways staff	0	A	5

13.2. FINDINGS – PARCEL

13.2.1 Customers' Responses - Services

Experience of customer while booking parcel/luggage

Parameter	FlashPoint %	Grade	Weight
Efficient, smooth process	0	A	5
Clean, hygienic booking office	0	A	5
Safe and secured environment	0	A	5
Correct information about rates, trains, etc.	0	A	5
Correct prices and billing	0	A	5
Error free payments	0	A	5

Customer experience while loading/unloading parcel

Information about arrival / departure of parcel	0	A	5
Time available to load / unload	0	A	5
Help in case of over carriage	0	A	5
Availability of help in the form of labourers / loaders	0	A	5
Security	0	A	5
Compensation in case of damages	0	A	5
Theft and pilferage was high	0	A	5

13.2.2. Customers' Responses - Professionalism

Customer experience of interaction with various staff

Parameter	FlashPoint %	Grade	Weight
Parcel booking staff	0	A	5
Parcel Helpers (Packers, loaders, etc.)	0	A	5
Outsourced staff	0	A	5
Parcel Supervisor / Senior Officers	0	A	5

Customer ratings of Indian railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5

13.2.3. Customers' Responses - Solution Responsiveness

Customer ratings of Indian railway staff

Parameter	FlashPoint %	Grade	Weight
Helpful	0	A	5
Solves their problem	0	A	5

Issues faced by customer while managing their operations

Staff asked for gratification	0	A	5
Staff had middle men / touts involved	0	A	5

13.3. FINDINGS – GOODS/SERVICES

13.3.1 Customers' Responses – Services

Experience of customer at the time of booking, billing and monitoring of freight

Parameter	FlashPoint %	Grade	Weight
Clear information on rates, discounts, rebates, etc.	0	A	5
Smooth Online booking system	0	A	5
Error free Payment system	0	A	5
Delivery of Railway Receipt & other important documents	0	A	5
Correct, accurate billing	0	A	5
Online monitoring & tracking system	0	A	5

Experience of customer at the time of loading/unloading of freight

Information about arrival / departure of rakes	0	A	5
Access to goods terminal for trucks /other vehicles	0	A	5
Safe hygienic working conditions for labourers /loaders	0	A	5
Correct billing of demurrage / wharfage	0	A	5
Overall ambience lighting & security in the area	0	A	5

13.3.2. Customers' Responses - Professionalism

Experience of customer after interacting with railway staff

Parameter	FlashPoint %	Grade	Weight
Commercial staff at the Good shed/ Terminal	0	A	5
Staff at the Station (E.g., SM)	0	A	5
Senior Railways officers	0	A	5

Customers' overall rating of the Indian Railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5
Theft and pilferage was high	0	A	5

13.3.3. Customers 'Responses - Solution Responsiveness

Experience of customer at the time of loading/unloading of your freight

Parameter	FlashPoint %	Grade	Weight
Help from Railways staff in case of any difficulty	0	A	5
Helpful	0	A	5
Solves their problem	0	A	5

Issues faced by customer while managing their operations

Staff asked for gratification	100	F	0
Staff had middle men / touts involved	0	A	5

Division CTS- Touch Point

TICKET BOOKING

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	5.00
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	5.00
OVERALL	5.00

AT THE STATION

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.94
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	5.00
OVERALL	4.98

IN THE TRAIN

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	5.00
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	5.00
OVERALL	5.00

PARCEL

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	5.00
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	5.00
OVERALL	5.00

GOODS

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	5.00
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	4.00
OVERALL	4.67

Chapter 14: Key Findings – Lucknow LJJ Division

This Chapter contains the findings of the study from the Lucknow LJJ division.

Lucknow LJJ Division (NER): Tables and Analysis



Summary

Aggregate Citizen Trust Score for Division

Division level scores of Lucknow LJJ Division is 4.30 i.e. the sum average of service trust, Professional Trust & Solution Trust. Professional trust was highest with a CTS of 4.40 out of 5, followed by solution trust which is 4.36. Service trust was the lowest of all the three as it scored 4.15.

Dimension	CitizenTrustScore
Service Trust	4.15
Professional Trust	4.40
Solution Trust	4.36
Division Level CTS	4.30



A	B	C	D	E	F
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The average grading of this division is B with a trust score of 4.30.

Significant Flash Points (Flashpoints more than 20%)

Passengers

Flash points above 20% in some parameters

Services

- Passengers didn't get the ticket of their choice without any hassle
- Passengers spent too much time while booking the tickets
- Passengers did not find the ticketing process smooth and efficient
- Passengers were unable to board the train and find their seats without any hassle
- Passengers did not have comfortable and clean travel in the train
- Unsafe and insecure time in the train with the RPF staff providing security
- Passengers couldn't get a seat of their choice

Professionalism

- The TTE did not help the passengers tremendously
- Passengers did not get all the information needed for boarding their train

Solution

Responsiveness

- No flash points above 20%
-

Parcel

Flash points above 20% in some parameters

Services

- No flash points above 20%

Professionalism

- No flash points above 20%

Solution

Responsiveness

- No flash points above 20%
-

Flash points above 20% in some parameters

Services

- No flash points above 20%

Professionalism

- No flash points above 20%

Solution

- No flash points above 20%

Responsiveness

14.1 FINDINGS - PASSENGERS

As explained in Chapter 2, the passengers are categorized in one group to present their responses and further their responses have been categorized in the three groups viz: Services, Professionalism and solution responsiveness.

This section depicts the responses of passengers on the services that they availed.

14.1.1 Passengers' Responses – Services

Services availed by the passengers are further categorized into the following:

1. Physical Infrastructure which includes Toilets, Wi-Fi, Bedsheets etc.
2. Customer experience which includes getting the ticket hassle-free, timespent at counters for tickets etc.

Passengers' experience using various facilities inside the train

Parameter	FlashPoint %	Grade	Weight
Lighting	0	A	5
Compartment (cleanliness)	0	A	5
Seat / Berth	0	A	5
Air-conditioner / Fan	7.7	B	4
General Furniture	3.8	A	5
Pantry car / Dining car	0	A	5
Changing seat / berth	0	A	5
Catering	0	A	5
Bed roll	0	A	5

Experiences of passengers about facilities at the railway station

Parameter	FlashPoint %	Grade	Weight
Drinking Water	0	A	5
Foot Over Bridge	0	A	5
Waiting Room / Dormitory	2.9	A	5
Food & Refreshments	0	A	5
Toilets	6.7	B	4
WiFi	15	C	3
ATM	14.3	C	3
Direction signboards / digital displays	0	A	5
Station Announcements	0	A	5
Parking Facilities	20	D	2

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Searching for trains	0	A	5
Trains availability enquiry	0	A	5
Booking the tickets	0	A	5
Payments	5	A	5

Experiences of passengers about reservations enquiry and information services at the station / reservation counter.

Clear, complete information	0	A	5
Clean, hygienic booking office	0	A	5
Well maintained working systems	0	A	5
Sense of security and safe environment	0	A	5

Passengers' statements regarding experience of ticket booking

Got the ticket of their choice without any hassle	65	F	0
Did not have to spend too much time while booking the tickets	30	F	0
Found the ticketing process smooth and very efficient	25	E	1

Experiences of the passenger's experience of train travel

Boarded the train and found seats without any hassle	68	F	0
Could get a seat of their choice	28	F	0
Comfortable and clean travel in the train	40	F	0
Had a safe and secured time in the train with the RPF staff providing security	48	F	0

Experiences of passengers using services at the station

Luggage Booking	2.9	A	5
Divyangjan facilities / services	11.4	C	3
Left Luggage Locker/Cloak Room	5.7	B	4
Medical Services / Emergency	2.9	A	5

Statements describing passenger's experience

Had a safe and smooth boarding experience	12	C	3
Felt safe and secured at the railway station	8	B	4

Experiences of passengers after de-boarding the train

Parameter	FlashPoint %	Grade	Weight
Taxi / Auto services	0	A	5
Reached their destination station safely	0	A	5
Got down from the train smoothly and without any delay	0	A	5
Was able leave the platform and station without any trouble	0	A	5
Found their preferred transport from the station to their home / hotel / office	10	B	4

14.1.2 Passengers' Responses - Professionalism

This section depicts the passengers' opinion on their interaction with the Indian railway staff.

Quality of interaction and service at the booking counter

Parameter	FlashPoint %	Grade	Weight
Polite and courteous	0	A	5
Professional	0	A	5
Got all the help they wanted from the staff / website	20	D	2

Behavior of the railway staff

Parameter	FlashPoint %	Grade	Weight
RPF / Police	0	A	5
Compartment Attendant staff (Cleaner, bedroll, etc.)	0	A	5
Catering / Pantry car staff	0	A	5
Any other Railways staff	0	A	5
The TTE helped them tremendously	28	F	0

Experiences of passengers using facilities at railway station

Parameter	FlashPoint %	Grade	Weight
Enquiry Services	0	A	5
Station Master	0	A	5
Enquiry Clerk	0	A	5
Train Examiner	3.3	A	5
Sahayaks/Porters	2.9	A	5
Waiting Room staff	5.7	B	4
Luggage services staff	2.9	A	5
Staff at the shops, restaurants and stalls	0	A	5
Got all the right information needed for boarding the train	32	F	0

14.1.3 Passengers' Responses - Solution Responsiveness

This section depicts the responses related to the solution responsiveness by the Indian Railway staff.

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Making any complaints & getting a response	0	A	5
Helpful	0	A	5
Solved their queries / problems	5	A	5

Experiences of the passengers using services in the train

Parameter	FlashPoint %	Grade	Weight
Filing a complaint and getting an action	12	C	3
Complaint / Feedback with the Station Master	17.1	D	2
Treated professionally and with respect by the Indian Railways staff	16	D	2

14.2. FINDINGS – PARCEL

This section contains the customers' experiences regarding the booking/receiving of their goods/luggage.

14.2.1 Customers' Responses - Services

Experience of customer while booking parcel/luggage

Parameter	FlashPoint %	Grade	Weight
Efficient, smooth process	0	A	5
Clean, hygienic booking office	0	A	5
Safe and secured environment	0	A	5
Correct information about rates, trains, etc.	0	A	5
Correct prices and billing	0	A	5
Error free payments	0	A	5

Customer experience while loading/unloading parcel

Information about arrival / departure of parcel	0	A	5
Time available to load / unload	0	A	5
Help in case of over carriage	0	A	5
Availability of help in the form of labourers / loaders	20	D	2
Security	10	B	4
Compensation in case of damages	0	A	5
Theft and pilferage was high	0	A	5

14.2.2. Customers' Responses - Professionalism

Customer experience of interaction with various staff

Parameter	FlashPoint %	Grade	Weight
Parcel booking staff	0	A	5
Parcel Helpers (Packers, loaders, etc.)	0	A	5
Outsourced staff	9.1	B	4
Parcel Supervisor / Senior Officers	0	A	5

Customer ratings of Indian railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5

14.2.3. Customers' Responses - Solution Responsiveness

Customer ratings of Indian railway staff

Parameter	Flashpoint %	Grade	Weight
Helpful	0	A	5
Solves their problem	0	A	5

Issues found by customer while managing their operations

Staff asked for gratification	0	A	5
Staff had middle men / touts involved	0	A	5

14.3. FINDINGS – GOODS/SERVICES [THOMPSONGANJ]

This section depicts the experience of customers who availed the goods services.

14.3.1 Customers' Responses - Services

Experience of customer at the time of booking, billing and monitoring of freight

Parameter	FlashPoint %	Grade	Weight
Clear information on rates, discounts, rebates, etc.	0	A	5
Smooth Online booking system	0	A	5
Error free Payment system	0	A	5
Delivery of Railway Receipt & other important documents	10	B	4
Correct, accurate billing	10	B	4
Online monitoring & tracking system	0	A	5

Experience of customer at the time of loading/unloading of freight

Information about arrival / departure of rakes	0	A	5
Access to goods terminal for trucks /other vehicles	0	A	5
Safe hygienic working conditions for labourers /loaders	0	A	5
Correct billing of demurrage / wharfage	0	A	5
Overall ambience lighting & security in the area	0	A	5

14.3.2. Customers' Responses - Professionalism

Experience of customer after interacting with railway staff

Parameter	FlashPoint %	Grade	Weight
Commercial staff at the Goodshed/ Terminal	0	A	5
Staff at the Station (e.g., SM)	10	B	4
Senior Railways officers	0	A	5

Customers' overall rating of the Indian Railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5
Theft and pilferage was high	20	D	2

14.3.3. Customers 'Responses - Solution Responsiveness

Experience of customer at the time of loading/unloading of your freight

Parameter	FlashPoint %	Grade	Weight
Help from Railways staff in case of any difficulty	0	A	5
Helpful	0	A	5
Solves their problem	0	A	5

Issues faced by customer while managing their operations

Staff asked for gratification	20	D	2
Staff had middle men / touts involved	20	D	2

Division CTS- Touch Point

TICKET BOOKING

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	3.73
PROFESSIONAL TRUST	4.00
SOLUTION TRUST	5.00
OVERALL	4.24

AT THE STATION

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.13
PROFESSIONAL TRUST	4.33
SOLUTION TRUST	5.00
OVERALL	4.49

IN THE TRAIN

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	3.38
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	3.00
OVERALL	3.79

PARCEL

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.69
PROFESSIONAL TRUST	4.33
SOLUTION TRUST	5.00
OVERALL	4.68

GOODS

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.82
PROFESSIONAL TRUST	4.33
SOLUTION TRUST	3.80
OVERALL	4.32

Chapter 15. Key Findings – Lucknow LKO Division

This Chapter contains the findings of the study from the Lucknow LKO division.

Lucknow LKO Division (NR): Tables and Analysis



Summary

Aggregate Citizen Trust Score for Division

Division level scores of Lucknow LKO Division is 4.80 i.e. the sum average of service trust, Professional Trust & Solution Trust. Solution trust score was highest with a CTS of 4.96 out of 5, followed by professional trust which is 4.93, and Service trust is scored 4.51 out of 5.

Dimension	CitizenTrustScore
Service Trust	4.51
Professional Trust	4.93
Solution Trust	4.96
Division Level CTS	4.80



A	B	C	D	E	F
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The average grading of this division is B with a trust score of 4.80.

Significant Flash Points (Flashpoints more than 20%)

Passengers

Flash points above 20% in some parameters

Services

- Passengers were unable to board the train and find their seats without any hassle
- Passengers did not have comfortable and clean travel in the train
- Passengers couldn't get a seat of their choice

Professionalism

- The TTE did not help the passengers tremendously

Solution

- No flash points above 20%

Responsiveness

Parcel

Flash points above 20% in some parameters

Services

- No flash points above 20%

Professionalism

- No flash points above 20%

Solution

- No flash points above 20%

Responsiveness

Goods/Services [ALAMNAGAR]

Flash points above 20% in some parameters

Services

- No flash points above 20%

Professionalism

- No flash points above 20%

Solution

- No flash points above 20%

Responsiveness

15.1 FINDINGS - PASSENGERS

As explained in Chapter 2, the passengers are categorized in one group to present their responses and further their responses have been categorized in the three groups viz: Services, Professionalism and solution responsiveness.

This section depicts the responses of passengers on the services that they availed.

15.1.1 Passengers' Responses – Services

Services availed by the passengers are further categorized into the following:

1. Physical Infrastructure which includes Toilets, Wi-Fi, Bedsheets etc.
2. Customer experience which includes getting the ticket hassle-free, time spent at counters for tickets etc.

Passengers' experience using various facilities inside the train

Parameter	FlashPoint %	Grade	Weight
Lighting	0	A	5
Compartment (cleanliness)	0	A	5
Seat / Berth	0	A	5
Air-conditioner / Fan	7.7	B	4
General Furniture	3.8	A	5
Pantry car / Dining car	0	A	5
Changing seat / berth	0	A	5
Catering	0	A	5
Bed roll	0	A	5

Experiences of passengers about facilities at the railway station

Parameter	FlashPoint %	Grade	Weight
Drinking Water	0	A	5
Foot Over Bridge	0	A	5
Waiting Room / Dormitory	0	A	5
Food & Refreshments	0	A	5
Toilets	12.9	C	3
WiFi	6.5	B	4
ATM	8.3	B	4
Direction signboards / digital displays	11.1	C	3
Station Announcements	8.3	B	4
Parking Facilities	0	A	5

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Searching for trains	0	A	5
Trains availability enquiry	0	A	5
Booking the tickets	5	A	5
Payments	5	A	5

Experiences of passengers about reservations enquiry and information services at the station / reservation counter.

Clear, complete information	0	A	5
Clean, hygienic booking office	0	A	5
Well maintained working systems	10	B	4
Sense of security and safe environment	0	A	5

Passengers' statements regarding experience of ticket booking

Got the ticket of their choice without any hassle	0	A	5
Did not have to spend too much time while booking the tickets	0	A	5
Found the ticketing process smooth and very efficient	5	A	5

Experiences of the passenger's experience of train travel

Boarded the train and found seats without any hassle	53.8	F	0
Could get a seat of their choice	23.1	E	1
Comfortable and clean travel in the train	50	F	0
Had a safe and secured time in the train with the RPF staff providing security	15.4	D	2

Experiences of passengers using services at the station

Luggage Booking	0	A	5
Divyangjan facilities / services	0	A	5
Left Luggage Locker/Cloak Room	0.1	A	5
Medical Services / Emergency	0	A	5

Statements describing passenger's experience

Had a safe and smooth boarding experience	6	B	4
Felt safe and secured at the railway station	16	D	2

Experiences of passengers after de-boarding the train

Parameter	FlashPoint %	Grade	Weight
Taxi / Auto services	0	A	5
Reached their destination station safely	0	A	5
Got down from the train smoothly and without any delay	9.1	B	4
Was able leave the platform and station without any trouble	0	A	5
Found their preferred transport from the station to their home / hotel / office	0	A	5

15.1.2 Passengers' Responses - Professionalism

This section depicts the passengers' opinion on their interaction with the Indian railway staff.

Quality of interaction and service at the booking counter

Parameter	FlashPoint %	Grade	Weight
Polite and courteous	0	A	5
Professional	0	A	5
Got all the help they wanted from the staff / website	0	A	5

Behavior of the railway staff

Parameter	FlashPoint %	Grade	Weight
RPF / Police	0	A	5
Compartment Attendant staff (Cleaner, bedroll, etc.)	0	A	5
Catering / Pantry car staff	3.8	A	5
Any other Railways staff	0	A	5
The TTE helped them tremendously	42.3	F	0

Experiences of passengers using facilities at railway station

Parameter	FlashPoint %	Grade	Weight
Enquiry Services	0	A	5
Station Master	0	A	5
Enquiry Clerk	0	A	5
Train Examiner	0	A	5
Sahayaks/Porters	0	A	5
Waiting Room staff	0.1	A	5
Luggage services staff	0	A	5
Staff at the shops, restaurants and stalls	0	A	5
Got all the right information needed for boarding the train	18	D	2

15.1.3 Passengers' Responses - Solution Responsiveness

This section depicts the responses related to the solution responsiveness by the Indian Railway staff.

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Making any complaints & getting a response	0	A	5
Helpful	0	A	5
Solved their queries / problems	0	A	5

Experiences of the passengers using services in the train

Parameter	FlashPoint %	Grade	Weight
Filing a complaint and getting an action	3.8	A	5
Complaint / Feedback with the Station Master	0.0	A	5
Treated professionally and with respect by the Indian Railways staff	0.12	A	5

15.2. FINDINGS – PARCEL

This section contains the customers' experiences regarding the booking/receiving of their goods/luggage.

15.2.1 Customers' Responses - Services

Experience of customer while booking parcel/luggage

Parameter	FlashPoint %	Grade	Weight
Efficient, smooth process	0	A	5
Clean, hygienic booking office	0	A	5
Safe and secured environment	0	A	5
Correct information about rates, trains, etc.	0	A	5
Correct prices and billing	0	A	5
Error free payments	0	A	5

Customer experience while loading/unloading parcel

Information about arrival / departure of parcel	0	A	5
Time available to load / unload	0	A	5
Help in case of over carriage	0	A	5
Availability of help in the form of laborers / loaders	0	A	5
Security	0	A	5
Compensation in case of damages	9.1	B	4
Theft and pilferage were high	0	A	5

15.2.2. Customers' Responses - Professionalism

Customer experience of interaction with various staff

Parameter	FlashPoint %	Grade	Weight
Parcel booking staff	0	A	5
Parcel Helpers (Packers, loaders, etc.)	0	A	5
Outsourced staff	0	A	5
Parcel Supervisor / Senior Officers	0	A	5

Customer ratings of Indian railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5

15.2.3. Customers' Responses - Solution Responsiveness

Customer ratings of Indian railway staff

Parameter	FlashPoint %	Grade	Weight
Helpful	0	A	5
Solves their problem	0	A	5

Issues found by customer while managing their operations

Staff asked for gratification	0	A	5
Staff had middle men / touts involved	0	A	5

15.3. FINDINGS – GOODS/SERVICES [ALAMNAGAR]

This section depicts the experience of customers who availed the goods services.

15.3.1 Customers' Responses - Services

Experience of customer at the time of booking, billing and monitoring of freight

Parameter	FlashPoint %	Grade	Weight
Clear information on rates, discounts, rebates, etc.	0	A	5
Smooth Online booking system	0	A	5
Error free Payment system	0	A	5
Delivery of Railway Receipt & other important documents	0	A	5
Correct, accurate billing	0	A	5
Online monitoring & tracking system	0	A	5

Experience of customer at the time of loading/unloading of freight

Information about arrival / departure of rakes	0	A	5
Access to goods terminal for trucks /other vehicles	0	A	5
Safe hygienic working conditions for laborers /loaders	0	A	5
Correct billing of demurrage / wharfage	0	A	5
Overall ambience lighting & security in the area	0	A	5

15.3.2. Customers' Responses - Professionalism

Experience of customer after interacting with railway staff

Parameter	FlashPoint %	Grade	Weight
Commercial staff at the Goodshed/ Terminal	0	A	5
Staff at the Station (Eg., SM)	0	A	5
Senior Railways officers	0	A	5

Customers' overall rating of the Indian Railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5
Theft and pilferage was high	0	A	5

15.3.3. Customers 'Responses - Solution Responsiveness

Experience of customer at the time of loading/unloading of your freight

Parameter	FlashPoint %	Grade	Weight
Help from Railways staff in case of any difficulty	0	A	5
Helpful	0	A	5
Solves their problem	0	A	5

Issues faced by customer while managing their operations

Staff asked for gratification	0	A	5
Staff had middle men / touts involved	10	B	4

Division CTS- Touch Point

TICKET BOOKING

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.91
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	5.00
OVERALL	4.97

AT THE STATION

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.13
PROFESSIONAL TRUST	4.67
SOLUTION TRUST	5.00
OVERALL	4.60

IN THE TRAIN

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	3.62
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	5.00
OVERALL	4.54

PARCEL

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.92
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	5.00
OVERALL	4.97

GOODS

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	5.00
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	4.80
OVERALL	4.93

Chapter 16: Key Findings – Mumbai BCT Division

This Chapter contains the findings of the study from the Mumbai BCT division.

Mumbai BCT Division: Tables and Analysis



Summary

Aggregate Citizen Trust Score for Division

Division level scores of Mumbai BCT Division is 3.69 i.e. the sum average of service trust, Professional Trust & Solution Trust. Professional trust was the highest with the CTS of 4.51 out of 5, followed by service trust which is 3.50. Solution trust was the lowest of all the three as it scored 3.07 out of 5.

Dimension	CitizenTrustScore
Service Trust	3.50
Professional Trust	4.51
Solution Trust	3.07
Division Level CTS	3.69



A	B	C	D	E	F
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The average grading of this division is C with a trust score of 3.69.

Significant Flash Points (Flashpoints more than 20%)

Passengers

Flash points above 20% in some parameters

Services

- Poor facilities of ATM at the railway station
- Poor facilities of Wifi at the railway station
- Spent too much time while booking the tickets
- Passengers denied from getting a seat of their choice.
- Was not able to board the train and find their seat without any hassle
- Passengers did not have comfortable and clean travel in the train
- Poor Divyangjan facilities

Professionalism

- The TTE did not help the passengers tremendously
- Behavior of Compartment Attendant Staff was not good

Solution Responsiveness

- Passengers did not have good experience with filing a complaint and getting an action

Parcel

Flash points above 20% in some parameters

Services

- Theft and pilferage was high

Professionalism

- No flash points above 20%

Solution Responsiveness

- Staff had middle men/ touts involved
- Staff asked for gratification

Goods/Services

Flash points above 20% in some parameters

Services

Professionalism

Solution

Responsiveness

- No flash points above 20%
- No flash points above 20%
- No flash points above 20%

16.1 FINDINGS - PASSENGERS

As explained in Chapter 2, the passengers are categorized in one group to present their responses and further their responses have been categorized in the three groups viz: Services, Professionalism and solution responsiveness.

This section depicts the responses of passengers on the services that they availed.

16.1.1 Passengers' Responses - Services

Services availed by the passengers are further categorized into the following

1. Physical Infrastructure which includes toilets, Wi-Fi, Bedsheets etc.
2. Customer experience which includes getting the ticket hassle-free, time spent at counters for tickets etc.

Passengers' experience using various facilities inside the train

Parameter	FlashPoint %	Grade	Weight
Lighting	0	A	5
Compartment (cleanliness)	8	B	4
Seat / Berth	0	A	5
Air-conditioner / Fan	4.2	A	5
General Furniture	0.0	A	5
Pantry car / Dining car	17	D	2
Changing seat / berth	4	A	5
Catering	4	A	5
Bed roll	13	C	3

Experiences of passengers about facilities at the railway station

Parameter	FlashPoint %	Grade	Weight
Drinking Water	5.1	B	4
Foot Over Bridge	12.8	C	3
Waiting Room / Dormitory	5.1	B	4
Food & Refreshments	10.3	C	3
Toilets	15.9	D	2
WiFi	20.6	E	1
ATM	28.2	F	0
Direction signboards / digital displays	7.7	B	4
Station Announcements	5.1	B	4
Parking Facilities	0	A	5

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Searching for trains	0	A	5
Trains availability enquiry	4.8	A	5
Booking the tickets	4.8	A	5
Payments	0	A	5

Experiences of passengers about reservations enquiry and information services at the station / reservation counter.

Clear, complete information	4.8	A	5
Clean, hygienic booking office	4.8	A	5
Well maintained working systems	14.3	C	3
Sense of security and safe environment	4.8	A	5

Passengers' statements regarding experience of ticket booking

Got the ticket of their choice without any hassle	9.5	B	4
Did not have to spend too much time while booking the tickets	42.9	F	0
Found the ticketing process smooth and very efficient	9.5	B	4

Experiences of the passenger's experience of train travel

Boarded the train and found seats without any hassle	33.3	F	0
Could get a seat of their choice	29.2	F	0
Comfortable and clean travel in the train	29.2	F	0
Had a safe and secured time in the train with the RPF staff providing security	4.2	A	5

Experiences of passengers using services at the station

Luggage Booking	18	D	2
Divyangjan facilities / services	28	F	0
Left Luggage Locker/Cloak Room	15	C	3
Medical Services / Emergency	8	B	4

Statements describing passenger's experience

Had a safe and smooth boarding experience	14.3	C	3
Felt safe and secured at the railway station	7.1	B	4

Experiences of passengers after de-boarding the train

Parameter	FlashPoint %	Grade	Weight
Taxi / Auto services	0	A	5
Reached their destination station safely	0	A	5
Got down from the train smoothly and without any delay	0	A	5
Was able to leave the platform and station without any trouble	9.1	B	4
Found their preferred transport from the station to their home / hotel / office	0	A	5

16.1.2 Passengers' Responses - Professionalism

Behavioral study of the staff is depicted under Professionalism

Quality of interaction and service at the booking counter

Parameter	FlashPoint %	Grade	Weight
Polite and courteous	9.5	B	4
Professional	9.5	B	4
Got all the help they wanted from the staff / website	19.0	D	2

Behavior of the railway staff

Parameter	FlashPoint %	Grade	Weight
RPF / Police	0	A	5
Compartment Attendant staff (Cleaner, bedroll, etc.)	29	F	0
Catering / Pantry car staff	4.2	A	5
Any other Railways staff	0	A	5
The TTE helped them tremendously	41.7	F	0

Experiences of passengers using facilities at railway station

Parameter	FlashPoint %	Grade	Weight
Enquiry Services	3	A	5
Station Master	0	A	5
Enquiry Clerk	3	A	5
Train Examiner	0	A	5
Sahayaks/Porters	3	A	5
Waiting Room staff	3	A	5
Luggage services staff	8	B	4
Staff at the shops, restaurants and stalls	3	A	5
Got all the right information needed for boarding the train	7.1	B	4

16.1.3 Passengers' Responses - Solution Responsiveness

Solution responsiveness study depicts the quality of responses that the passengers got for their queries.

Experiences of passengers with the different aspects of ticket booking.

Parameter	FlashPoint %	Grade	Weight
Making any complaints & getting a response	9.5	B	4
Helpful	9.5	B	4
Solved their queries / problems	14.3	C	3

Experiences of the passengers using services in the train

Parameter	FlashPoint %	Grade	Weight
Filing a complaint and getting an action	33.3	F	0
Complaint / Feedback with the Station Master	3	A	5
Treated professionally and with respect by the Indian Railways staff	0	A	5

16.2. FINDINGS – PARCEL

16.2.1 Customers' Responses - Services

Experience of customer while booking parcel/luggage

Parameter	FlashPoint %	Grade	Weight
Efficient, smooth process	0	A	5
Clean, hygienic booking office	0	A	5
Safe and secured environment	0	A	5
Correct information about rates, trains, etc.	0	A	5
Correct prices and billing	0	A	5
Error free payments	0	A	5

Customer experience while loading/unloading parcel

Information about arrival / departure of parcel	0	A	5
Time available to load / unload	8.3	B	4
Help in case of over carriage	0	A	5
Availability of help in the form of laborers / loaders	0	A	5
Security	0	A	5
Compensation in case of damages	8.3	B	4
Theft and pilferage were high	58.3	F	0

16.2.2. Customers' Responses - Professionalism

Customer experience of interaction with various staff

Parameter	FlashPoint %	Grade	Weight
Parcel booking staff	0	A	5
Parcel Helpers (Packers, loaders, etc.)	0	A	5
Outsourced staff	8.3	B	4
Parcel Supervisor / Senior Officers	0	A	5

Customer ratings of Indian railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5

16.2.3. Customers' Responses - Solution Responsiveness

Customer ratings of Indian railway staff

Parameter	FlashPoint %	Grade	Weight
Helpful	0	A	5
Solves their problem	8.3	B	4

Issues found by customer while managing their operations

Staff asked for gratification	25	E	1
Staff had middle men / touts involved	41.7	F	0

16.3. FINDINGS – GOODS/SERVICES

16.3.1 Customers' Responses – Services

Experience of customer at the time of booking, billing and monitoring of freight

Parameter	FlashPoint %	Grade	Weight
Clear information on rates, discounts, rebates, etc.	0	A	5
Smooth Online booking system	0	A	5
Error free Payment system	0	A	5
Delivery of Railway Receipt & other important documents	0	A	5
Correct, accurate billing	0	A	5
Online monitoring & tracking system	0	A	5

Experience of customer at the time of loading/unloading of freight

Information about arrival / departure of rakes	20	D	2
Access to goods terminal for trucks /other vehicles	10	B	4
Safe hygienic working conditions for laborers /loaders	10	B	4
Correct billing of demurrage / wharfage	0	A	5
Overall ambience lighting & security in the area	0	A	5

16.3.2. Customers' Responses - Professionalism

Experience of customer after interacting with railway staff

Parameter	FlashPoint %	Grade	Weight
Commercial staff at the Goodshed/ Terminal	0	A	5
Staff at the Station (e.g., SM)	0	A	5
Senior Railways officers	0	A	5

Customers' overall rating of the Indian Railway staff

Polite and Courteous	10	B	4
Professional & Efficient	10	B	4
Theft and pilferage was high	10	B	4

16.3.3. Customers 'Responses - Solution Responsiveness

Experience of customer at the time of loading/unloading of your freight

Parameter	FlashPoint %	Grade	Weight
Help from Railways staff in case of any difficulty	0	A	5
Helpful	10	B	4
Solves their problem	0	A	5

Issues faced by customer while managing their operations

Staff asked for gratification	0	A	5
Staff had middle men / touts involved	20	D	2

Division CTS- Touch Point

TICKET BOOKING

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.18
PROFESSIONAL TRUST	3.33
SOLUTION TRUST	3.67
OVERALL	3.73

AT THE STATION

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	2.81
PROFESSIONAL TRUST	4.89
SOLUTION TRUST	5.00
OVERALL	4.23

IN THE TRAIN

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	3.31
PROFESSIONAL TRUST	5.00
SOLUTION TRUST	0.00
OVERALL	2.77

PARCEL

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.46
PROFESSIONAL TRUST	4.83
SOLUTION TRUST	2.50
OVERALL	3.93

GOODS

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	2.73
PROFESSIONAL TRUST	4.50
SOLUTION TRUST	4.20
OVERALL	3.81

Chapter 17: Key Findings – Mumbai CSTM Division

This Chapter contains the findings of the study from the Mumbai CSTM division.

Mumbai CSTM Division: Tables and Analysis



Summary

Aggregate Citizen Trust Score for Division

Division level scores of Mumbai CSTM Division is 4.45 i.e. the sum average of service trust, Professional Trust & Solution Trust. Service trust score was highest with a CTS of 4.52 out of 5, followed by Solution trust which is 4.44. Professional trust was the lowest of all the three as it scored 4.38 out of 5.

Dimension	CitizenTrustScore
Service Trust	4.52
Professional Trust	4.38
Solution Trust	4.44
Division Level CTS	4.45



A	B	C	D	E	F
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The average grading of this division is B with a trust score of 4.45.

Significant Flash Points (Flashpoints more than 20%)

Passengers

Flash points above 20% in some parameters

Services

- Poor facilities of ATM at the railway station
- Poor facilities of Wifi at the railway station
- Ticketing process was not smooth and efficient
- Passengers denied from getting a seat of their choice

Professionalism

- The TTE did not help the passengers tremendously

Solution

- No flash points above 20%

Responsiveness

Parcel

Flash points above 20% in some parameters

Services

- No flash points above 20%

Professionalism

- No flash points above 20%

Solution

- Staff had middle men/ touts involved

Responsiveness

Goods/Services

Flash points above 20% in some parameters

Services

- No flash points above 20%

Professionalism

- No flash points above 20%

Solution

- No flash points above 20%

Responsiveness

17.1 FINDINGS - PASSENGERS

As explained in Chapter 2, the passengers are categorized in one group to present their responses and further their responses have been categorized in the three groups viz: Services, Professionalism and solution responsiveness.

This section depicts the responses of passengers on the services that they availed.

17.1.1 Passengers' Responses - Services

Services availed by the passengers are further categorized into the following

1. Physical Infrastructure which includes toilets, Wi-Fi, Bedsheets etc.
2. Customer experience which includes getting the ticket hassle-free, time spent at counters for tickets etc.

Passengers' experience using various facilities inside the train

Parameter	FlashPoint %	Grade	Weight
Lighting	0.0	A	5
Compartment (cleanliness)	3.7	A	5
Seat / Berth	3.7	A	5
Air-conditioner / Fan	0.0	A	5
General Furniture	0.0	A	5
Pantry car / Dining car	7.4	B	4
Changing seat / berth	7.4	B	4
Catering	3.7	A	5
Bed roll	0.0	A	5

Experiences of passengers about facilities at the railway station

Parameter	FlashPoint %	Grade	Weight
Drinking Water	5.0	A	5
Foot Over Bridge	0.0	A	5
Waiting Room / Dormitory	2.5	A	5
Food & Refreshments	2.5	A	5
Toilets	16.4	D	2
WiFi	32.8	F	0
ATM	32.5	F	0

Direction signboards / digital displays	2.5	A	5
Station Announcements	7.5	B	4
Parking Facilities	0.0	A	5

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Searching for trains	0.0	A	5
Trains availability enquiry	0.0	A	5
Booking the tickets	4.3	A	5
Payments	0.0	A	5

Experiences of passengers about reservations enquiry and information services at the station / reservation counter.

Clear, complete information	0.0	A	5
Clean, hygienic booking office	4.3	A	5
Well maintained working systems	0.0	A	5
Sense of security and safe environment	0.0	A	5

Passengers' statements regarding experience of ticket booking

Got the ticket of my choice without any hassle	17.4	D	2
Did not have to spend too much time while booking the tickets	13.0	C	3
Found the ticketing process smooth and very efficient	26.1	F	0

Experiences of the passenger's experience of train travel

Boarded the train and found seats without any hassle	7.4	B	4
Could get a seat of my choice	22.2	E	1
Comfortable and clean travel in the train	7.4	B	4
Had a safe and secured time in the train with the RPF staff providing security	0.0	A	5

Experiences of passengers using services at the station

Luggage Booking	2.5	A	5
Divyangjan facilities / services	10.0	B	4
Left Luggage Locker/Cloak Room	2.5	A	5
Medical Services / Emergency	10.0	B	4

Statements describing passenger's experience

Had a safe and smooth boarding experience	0.0	A	5
Felt safe and secured at the railway station	0.0	A	5

Experiences of passengers after de-boarding the train

Parameter	FlashPoint %	Grade	Weight
Taxi / Auto services	0	A	5
Reached my destination station safely	0	A	5
Got down from the train smoothly and without any delay	0	A	5
Was able leave the platform and station without any trouble	0.0	A	5
Found my preferred transport from the station to my home / hotel / office	0	A	5

17.1.2 Passengers' Responses - Professionalism

Behavioral study of the staff is depicted under Professionalism

Quality of interaction and service at the booking counter

Parameter	FlashPoint %	Grade	Weight
Polite and courteous	4.3	A	5
Professional	0	A	5
Got all the help I wanted from the staff / website	17.4	D	2

Behavior of the railway staff

Parameter	FlashPoint %	Grade	Weight
RPF / Police	0.0	A	5
Compartment Attendant staff (Cleaner, bedroll, etc.)	14.8	C	3
Catering / Pantry car staff	0.0	A	5
Any other Railways staff	0.0	A	5
The TTE helped me tremendously	22.2	E	1

Experiences of passengers using facilities at railway station

Parameter	FlashPoint %	Grade	Weight
Enquiry Services	0.0	A	5
Station Master	0.0	A	5
Enquiry Clerk	0.0	A	5
Train Examiner	0.0	A	5
Sahayaks/Porters	0.0	A	5

Waiting Room staff	7.5	B	4
Luggage services staff	2.5	A	5
Staff at the shops, restaurants and stalls	10.0	B	4
Got all the right information needed for boarding the train	0.0	A	5

17.1.3 Passengers' Responses - Solution Responsiveness

Solution responsiveness study depicts the quality of responses that the passengers got for their queries.

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Making any complaints & getting a response	4.3	A	5
Helpful	8.7	B	4
Solved my queries / problems	0.0	A	5

Experiences of the passengers using services in the train

Parameter	FlashPoint %	Grade	Weight
Filing a complaint and getting an action	7.4	B	4
Complaint / Feedback with the Station Master	5.0	A	5
Treated professionally and with respect by the Indian Railways staff	0.0	A	5

17.2. FINDINGS – PARCEL

17.2.1 Customers' Responses - Services

Experience of customer while booking parcel/luggage

Parameter	FlashPoint %	Grade	Weight
Efficient, smooth process	0.0	A	5
Clean, hygienic booking office	0.0	A	5
Safe and secured environment	0.0	A	5
Correct information about rates, trains, etc.	0.0	A	5
Correct prices and billing	0.0	A	5
Error free payments	0.0	A	5

Customer experience while loading/unloading parcel

Information about arrival / departure of parcel	0.0	A	5
Time available to load / unload	0.0	A	5
Help in case of over carriage	0.0	A	5
Availability of help in the form of laborers / loaders	0.0	A	5
Security	0.0	A	5
Compensation in case of damages	0.0	A	5
Theft and pilferage was high	10.0	B	4

17.2.2. Customers' Responses - Professionalism

Customer experience of interaction with various staff

Parameter	FlashPoint %	Grade	Weight
Parcel booking staff	0	A	5
Parcel Helpers (Packers, loaders, etc.)	0	A	5
Outsourced staff	10.0	B	4
Parcel Supervisor / Senior Officers	0	A	5

Customer ratings of Indian railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5

17.2.3. Customers' Responses - Solution Responsiveness

Customer ratings of Indian railway staff

Parameter	FlashPoint %	Grade	Weight
Helpful	0	A	5
Solves my problem	0.0	A	5

Issues found by customer while managing their operations

Staff asked for gratification	0.0	A	5
Staff had middle men / touts involved	50.0	F	0

17.3. FINDINGS – GOODS/SERVICES

17.3.1 Customers' Responses – Services

Experience of customer at the time of booking, billing and monitoring of freight

Parameter	FlashPoint %	Grade	Weight
Clear information on rates, discounts, rebates, etc.	0	A	5
Smooth Online booking system	0	A	5
Error free Payment system	0	A	5
Delivery of Railway Receipt & other important documents	0	A	5
Correct, accurate billing	0	A	5
Online monitoring & tracking system	0	A	5

Experience of customer at the time of loading/unloading of freight

Information about arrival / departure of rakes	0	A	5
Access to goods terminal for trucks /other vehicles	0	A	5
Safe hygienic working conditions for labourers /loaders	0	A	5
Correct billing of demurrage / wharfage	0	A	5
Overall ambience lighting & security in the area	0	A	5

17.3.2. Customers' Responses - Professionalism

Experience of customer after interacting with railway staff

Parameter	FlashPoint %	Grade	Weight
Commercial staff at the Goodshed/ Terminal	0	A	5
Staff at the Station (Eg., SM)	0	A	5
Senior Railways officers	0	A	5

Customers' overall rating of the Indian Railway staff

Polite and Courteous	20	D	2
Professional & Efficient	0	A	5
Theft and pilferage was high	0	A	5

17.3.3. Customers 'Responses - Solution Responsiveness

Experience of customer at the time of loading/unloading of your freight

Parameter	FlashPoint %	Grade	Weight
Help from Railways staff in case of any difficulty	0	A	5
Helpful	10	B	4
Solves my problem	0	A	5

Issues faced by customer while managing their operations

Staff asked for gratification	0	A	5
Staff had middle men / touts involved	0	A	5

Division CTS- Touch Point

TICKET BOOKING

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.09
PROFESSIONAL TRUST	4.00
SOLUTION TRUST	4.67
OVERALL	4.25

AT THE STATION

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.13
PROFESSIONAL TRUST	4.78
SOLUTION TRUST	5.00
OVERALL	4.63

IN THE TRAIN

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.38
PROFESSIONAL TRUST	3.80
SOLUTION TRUST	4.00
OVERALL	4.06

PARCEL

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	5.00
PROFESSIONAL TRUST	4.83
SOLUTION TRUST	3.75
OVERALL	4.53

GOODS

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	5.00
PROFESSIONAL TRUST	4.50
SOLUTION TRUST	4.80
OVERALL	4.77

Chapter 18: Key Findings – Raipur Division

This Chapter contains the findings of the study from the Raipur division.

Raipur Division (SECR): Tables and Analysis



SUMMARY

Aggregate Citizen Trust Score for Division

Division level score of Raipur Road Division is 2.99 i.e. the sum average of service trust, Professional Trust & Solution Trust. Professional trust score was the highest with a CTS of 3.36 out of 5, followed by solution trust which is 2.89. Service trust was the lowest of all the three as it scored 2.72 out of 5.

Dimension	CitizenTrustScore
Service Trust	2.72
Professional Trust	3.36
Solution Trust	2.89
Division Level CTS	2.99



A	B	C	D	E	F
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The average grading of this division is D with a trust score of 2.99.

Significant Flash Points (Flashpoints more than 20%)

Passengers

Flash points above 20% in some parameters

Services

- Poor catering services
- Poor facilities of Pantry car/ Dining car
- No proper cleanliness in the compartments
- Poor Wi-Fi facilities at the railway station
- Poor toilets facilities at the railway station
- Did have to spend too much time while booking the tickets
- Did not find the ticketing process smooth and very efficient
- Was not able to board the train and find their seat without any hassle
- No proper Divyangjan facilities/ services at the station
- Did not have a safe and smooth boarding experience
- Was not able to leave the platform and station without any hassle

Professionalism

- Did not get all the help they wanted from the staff/ website
- The TTE did not help them tremendously
- No appropriate behavior of the Compartment Attendant Staff (Cleaner, bedroll, etc.)
- Not happy with the behavior of Catering/ Pantry car staff

Solution

Responsiveness

- No flash points above 20%

Parcel

Flash points above 20% in some parameters

Services

- Poor experience regarding the correct information about rates, trains, etc.
- Poor availability of help in the form of laborers/loaders
- Not happy with the compensation in case of damages
- Theft and pilferage were high.

Professionalism

- No flash points above 20%

Solution Responsiveness

- Staff asked for gratification
- Staff had middle men/ touts involved

Goods/Services

Flash points above 20% in some parameters

Services

- Online booking system is not quite smooth
- Not good experience with the information about arrival/ departure of rakes
- Poor experience of hygienic working conditions for laborers/ loaders
- Not good experience with the overall ambience lighting & security in the area

Professionalism

- Theft and pilferage was high.

Solution Responsiveness

- Not good ratings to the solution responsiveness
- Staff asked for gratification
- Staff had middle men/ touts involved

18.1 FINDINGS - PASSENGERS

As explained in Chapter 2, the passengers are categorized in one group to present their responses and further their responses have been categorized in the three groups viz: Services, Professionalism and solution responsiveness.

This section depicts the responses of passengers on the services that they availed.

18.1.1 Passengers' Responses –Services

Services availed by the passengers are further categorized into the following:

1. Physical Infrastructure which includes Toilets, Wi-Fi, Bedsheets etc.
2. Customer experience which includes getting the ticket hassle-free, time spent at counters for tickets etc.

Passengers' experience using various facilities inside the train

Parameter	FlashPoint %	Grade	Weight
Lighting	0	A	5
Compartment (cleanliness)	21.4	E	1
Seat / Berth	10.7	C	3
Air-conditioner / Fan	7.1	B	4
General Furniture	17.9	D	2
Pantry car / Dining car	28.6	F	0
Changing seat / berth	14.3	C	3
Catering	46.4	F	0
Bed roll	14.3	C	3

Nearly 46.4% of the respondents did not have a good experience using catering facilities inside the train. Around 28.6% of the passengers were not happy with the facilities of pantry car/ dining car inside the train. 21.4% of the passengers were not pleased with the cleanliness in train compartments. While some other facilities where passengers did not have good experience were general furniture (17.9%), changing seat/ berth (14.3%), bed roll (14.3%), and seat/ berth (10.7%).

Experiences of passengers about facilities at the railway station

Parameter	FlashPoint %	Grade	Weight
Drinking Water	19.4	D	2
Foot Over Bridge	11.1	C	3
Waiting Room / Dormitory	11.1	C	3
Food & Refreshments	11.1	C	3
Toilets	21.8	E	1
WiFi	43.7	F	0
ATM	2.7	A	5
Direction signboards / digital displays	11.1	C	3
Station Announcements	8.3	B	4

Parking Facilities	3.8	A	5
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Majority of the respondents did not have good experience about the Wifi facilities (43.75%) at the railway station, while 21.88% of the passengers were not happy with the facilities related to the toilets at the railway station. There are other facilities as well such as drinking water (19.44%), foot over bridge (11.11%), waiting room/ dormitory (11.11%), food & refreshments (11.11%), and direction signboards/ digital displays (11.11%), where passengers did not have good experience.

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Searching for trains	0	A	5
Trains availability enquiry	0	A	5
Booking the tickets	0	A	5
Payments	0	A	5

Experiences of passengers about reservations enquiry and information services at the station / reservation counter.

Clear, complete information	0	A	5
Clean, hygienic booking office	0	A	5
Well maintained working systems	10	B	4
Sense of security and safe environment	5	A	5

Passengers' statements regarding experience of ticket booking

Got the ticket of my choice without any hassle	5	A	5
Did not have to spend too much time while booking the tickets	30	F	0
Found the ticketing process smooth and very efficient	25	E	1

30.0% of the passengers stated that they had to spend too much time while booking the tickets. 25.0% of the passengers did not find the ticketing process smooth and very efficient.

Experiences of the passengers' experience of train travel

Boarded the train and found seats without any hassle	57.1	F	0
Could get a seat of their choice	14.3	C	3
Comfortable and clean travel in the train	17.9	D	2
Had a safe and secured time in the train with the RPF staff providing security	14.3	C	3

57.1% of the passengers found the boarding process as not very smooth. Nearly 17.9% of the

passengers did not experience comfortable and clean travel in the train. Other negative experiences of the passengers that have been reported were related to getting a seat of their choice (14.3%) and having safe and secured time in the train with the RPF staff providing security (14.3%).

Experiences of passengers using services at the station

Luggage Booking	8.3	B	4
Divyangjan facilities / services	30.5	F	0
Left Luggage Locker/Cloak Room	13.8	C	3
Medical Services / Emergency	11.1	C	3

Around 30.56% of the passengers were not happy with the services related to Divyangjan facilities/ services, while the services related to left luggage locker/ cloak room (13.89%), medical services/ emergency (11.11%), and luggage booking (8.33%) were also not up to the mark.

Statements describing passenger's experience

Had a safe and smooth boarding experience	23.1	E	1
Felt safe and secured at the railway station	15.3	D	2

23.08% passengers denied of having safe and smooth boarding experience, while 15.38% of the respondents did not feel safe and secured at the railway station.

Experiences of passengers after de-boarding the train

Parameter	Flashpoint %	Grade	Weight
Taxi / Auto services	0	A	5
Reached my destination station safely	10	B	4
Got down from the train smoothly and without any delay	20	D	2
Was able leave the platform and station without any trouble	60	F	0
Found their preferred transport from the station to their home / hotel / office	0	A	5

More than half of the passengers were not satisfied with the process of leaving the platform and station. Nearly 20% of the respondents stated that the process of deboarding was not very smooth.

18.1.2 Passengers' Responses - Professionalism

This section depicts the passengers' opinion on their interaction with the Indian railway staff.

Quality of interaction and service at the booking counter

Parameter	FlashPoint %	Grade	Weight
Polite and courteous	0	A	5
Professional	10	B	4
Got all the help they wanted from the staff / website	25	E	1

A quarter of passengers stated that did not get all the help they wanted from the staff/ website. 10% of the passengers did not find the staff to be very professional.

Behavior of the railway staff

Parameter	FlashPoint %	Grade	Weight
RPF / Police	7.1	B	4
Compartment Attendant staff (Cleaner, bedroll, etc.)	39.3	F	0
Catering / Pantry car staff	35.7	F	0
Any other Railways staff	10.7	C	3
The TTE helped them tremendously	53.6	F	0

Slightly more than half of the passengers did not get positive response from the TTE. 39.3% of the passengers did not have good experience with the Compartment Attendant Staff and 35.7% of the passengers were not happy with the catering/ pantry car staff. While some percentage of passengers did not have good experience related to the behavior of any other railway staff (10.7%) and RPF/ Police (7.1%).

Experiences of passengers using facilities at railway station

Parameter	FlashPoint %	Grade	Weight
Enquiry Services	5.5	B	4
Station Master	2.7	A	5
Enquiry Clerk	2.7	A	5
Train Examiner	3.1	A	5
Sahayaks/Porters	11.1	C	3
Waiting Room staff	11.1	C	3
Luggage services staff	19.4	D	2
Staff at the shops, restaurants and stalls	2.7	A	5
Got all the right information needed for boarding the train	7.7	B	4

Nearly 19.44% of the passengers were not happy with the services of luggage staff at the railway station. Comparatively less percentage of the passengers did not have positive experience related to the services of waiting room staff (11.11%) and Sahayaks/ Porters (11.11%).

18.1.3 Passengers' Responses - Solution Responsiveness

This section depicts the responses related to the solution responsiveness by the Indian Railway staff.

Experiences of passengers with the different aspects of ticket booking

Parameter	FlashPoint %	Grade	Weight
Making any complaints & getting a response	10	B	4
Helpful	5	A	5
Solved their queries / problems	5	A	5

Nearly 10% of the passengers did not have good experience with making any complaints and getting a response.

Experiences of the passengers using services in the train

Parameter	FlashPoint %	Grade	Weight
Filing a complaint and getting an action	17.9	D	2
Complaint / Feedback with the Station Master	13.9	C	3
Treated professionally and with respect by the Indian Railways staff	0	A	5

17.9% of the passengers were not happy with the services of filing a complaint and getting an action, while 13.9% were not happy with the complaint/ feedback with the station master.

18.2. FINDINGS – PARCEL / LUGGAGE

This section contains the customers' experiences regarding the booking/receiving of their goods/luggage.

18.2.1 Passengers' Responses - Services

Experience of customer while booking parcel/luggage

Parameter	FlashPoint %	Grade	Weight
Efficient, smooth process	0	A	5
Clean, hygienic booking office	9.1	B	4
Safe and secured environment	0	A	5
Correct information about rates, trains, etc.	27.3	F	0
Correct prices and billing	0	A	5
Error free payments	18.2	D	2

While booking parcel/ luggage, 27.3% of the customers did not have good experience related to correct information about rates, trains, etc. while 18.2% of the customers did not have good experience related to error free payments. Nearly 9.1% of the customers were not happy with hygienic conditions of booking office.

Customer experience while loading/unloading parcel

Information about arrival / departure of parcel	18.2	D	2
Time available to load / unload	9.1	B	4
Help in case of over carriage	18.2	D	2
Availability of help in the form of labourers / loaders	27.3	F	0
Security	9.1	B	4
Compensation in case of damages	27.3	F	0
Theft and pilferage were high	72.7	F	0

A little more than one fourth of the respondents complained about unavailability of help in the form of laborer's or not satisfied with the process of compensation in case of damages.

18.2.2. Passengers' Responses - Professionalism

Customer experience of interaction with various staff

Parameter	FlashPoint %	Grade	Weight
Parcel booking staff	9.1	B	4
Parcel Helpers (Packers, loaders, etc.)	9.1	B	4
Outsourced staff	0	A	5
Parcel Supervisor / Senior Officers	9.1	B	4

Some percentage of the customers was not happy with the interaction of Parcel booking staff (9.1%), Parcel Helpers (9.1%), and Parcel Supervisors/ Senior Officers (9.1%).

Customer ratings of Indian railway staff

Polite and Courteous	0	A	5
Professional & Efficient	0	A	5

18.2.3. Passengers' Responses - Solution Responsiveness

Customer ratings of Indian railway staff

Parameter	Flashpoint %	Grade	Weight
Helpful	9.1	B	4
Solves their problem	9.1	B	4

9.1% of the customers did not find the Indian Railway staff quite helpful and a similar percentage was not satisfied with their problem-solving process.

Issues found by customer while managing their operations

Staff asked for gratification	27.3	F	0
Staff had middle men / touts involved	27.3	F	0

Slightly more than a quarter of the percentage of the passengers responded positively that the staff did ask for gratification, while 27.3% of the customers said that there was involvement of middle men/ touts.

18.3. FINDINGS – GOODS/SERVICES

This section depicts the experience of customers who availed the goods services.

18.3.1 Customers' Responses - Services

Experience of customer at the time of booking, billing and monitoring of freight

Parameter	FlashPoint %	Grade	Weight
Clear information on rates, discounts, rebates, etc.	20	D	2
Smooth Online booking system	30	F	0
Error free Payment system	10	B	4
Delivery of Railway Receipt & other important documents	0	A	5
Correct, accurate billing	0	A	5
Online monitoring & tracking system	20	D	2

Slightly more than a quarter of the respondents did not find the booking system to be very smooth. Other services like clear information on rates, discounts, rebates, etc. (20%) and online monitoring & tracking system (20%), and delivery of railway receipt & other important documents (10%) were also not found to be adequate.

Experience of customer at the time of loading/unloading of freight

Information about arrival / departure of rakes	50	F	0
Access to goods terminal for trucks /other vehicles	10	B	4
Safe hygienic working conditions for labourers /loaders	50	F	0
Correct billing of demurrage / wharfage	20	D	2
Overall ambience lighting & security in the area	30	F	0

At the time of loading/ unloading of freight, all those aspects under which customers did not have good experience were Information about arrival / departure of rakes (50%), Safe hygienic working conditions for labourers /loaders (50%), Overall ambience lighting & security in the area (30%), correct billing of demurrage / wharfage (20%), and access to goods terminal for trucks /other vehicles (10%).

18.3.2. Passengers' Responses - Professionalism

Experience of customer after interacting with railway staff

Parameter	FlashPoint %	Grade	Weight
Commercial staff at the Goodshed/ Terminal	0	A	5
Staff at the Station (E.g., SM)	20	D	2
Senior Railways officers	10	B	4

Slightly less than quarter of the percentage of the customers were reported to not have a good experience of interaction with Staff at the Station (e.g., SM), while 10% of the customers did not have a good interaction with the Senior Railway Officers.

Customers' overall rating of the Indian Railway staff

Polite and Courteous	10	B	4
Professional & Efficient	0	A	5
Theft and pilferage was high	30	F	0

Slightly more than a quarter of the customers (in percent) found the issues of theft and pilferage to be high, whereas 10% of the customers did not find the appropriate behavior (Polite and Courteous) of the Indian Railway Staff.

18.3.3. Customers' Responses - Solution Responsiveness

Experience of customer at the time of loading/unloading of freight

Parameter	FlashPoint %	Grade	Weight
Help from Railways staff in case of any difficulty	0	A	5
Helpful	10	B	4
Solves their problem	30	F	0

Nearly 30% of the customers did not find the appropriate solution to their problems at the time of loading/ unloading of their freight. 10% of the customers did not find the Indian Railway Staff quite helpful.

Issues faced by customer while managing their operations

Staff asked for gratification	30	F	0
Staff had middle men / touts involved	30	F	0

30% of respondents responded positively that staff asked for gratification, while 30% of the customers agreed with the involvement of middle men & touts in staff.

Division CTS- Touch Point

TICKET BOOKING

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	4.00
PROFESSIONAL TRUST	3.33
SOLUTION TRUST	4.67
OVERALL	4.00

AT THE STATION

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	2.63
PROFESSIONAL TRUST	4.22
SOLUTION TRUST	4.00
OVERALL	3.62

IN THE TRAIN

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	2.23
PROFESSIONAL TRUST	1.40
SOLUTION TRUST	2.00
OVERALL	1.88

PARCEL

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	2.54
PROFESSIONAL TRUST	4.50
SOLUTION TRUST	2.00
OVERALL	3.01

GOODS

<i>DIMENSIONS</i>	<i>CTS</i>
SERVICE TRUST	2.18
PROFESSIONAL TRUST	3.33
SOLUTION TRUST	1.80
OVERALL	2.44

Consolidated Citizen Trust Score

As an aggregate average of all 16 divisions 'Service Trust, Professional Trust & Solution Trust scores', a 16 divisions consolidated CTS has been calculated.

<i>Dimension</i>	<i>CitizenTrustScore</i>
Service Trust	4.29
Professional Trust	4.58
Solution Trust	4.42
16 Divisions CTS	4.43

As per this table consolidated CTS for all 16 Divisions is 4.43 out of 5. Professional Trust aggregate scores of 16 Divisions is 4.58 out of 5 which is the highest amongst all the three trusts followed by Solution trust which is 4.42 Service trust was the lowest of all the three as it scored 4.29 out of 5.

CTS Score- Various touch point/ Experience

Ticket Booking

<i>Dimension</i>	<i>CitizenTrustScore</i>
Service Trust	4.27
Professional Trust	4.29
Solution Trust	4.75
16 Divisions CTS	4.44

At the Station

<i>Dimension</i>	<i>CitizenTrustScore</i>
Service Trust	4.23
Professional Trust	4.70
Solution Trust	4.81
16 Divisions CTS	4.58

In the Train

<i>Dimension</i>	<i>CitizenTrustScore</i>
Service Trust	4.09
Professional Trust	4.36
Solution Trust	4.13
16 Divisions CTS	4.19

Parcel

<i>Dimension</i>	<i>CitizenTrustScore</i>
Service Trust	4.49
Professional Trust	4.84
Solution Trust	4.14
16 Divisions CTS	4.49

Goods

<i>Dimension</i>	<i>CitizenTrustScore</i>
Service Trust	4.38
Professional Trust	4.70
Solution Trust	4.29
16 Divisions CTS	4.45

PICTURE GALLERY





Annexure

(Questionnaire)

Questionnaire - English

Questionnaire 1: Ticket Booking Experience

1. Profile of Respondent (Multiple selection permitted)

- ☐ Woman ☐ Senior Citizen ☐ Student ☐ Salaried Professional ☐ Businessman / Trader
☐ Divyangjan ☐ Unemployed ☐ Other

2. Which Train did you book?

- ☐ Express ☐ Mail ☐ Intercity ☐ Shatabdi ☐ Rajdhani ☐ Duronto ☐ Garib Rath
☐ Passenger ☐ Holiday Special

3. If you booked the tickets online, what was your experience with the different aspects of ticket booking?

	Excellent	Good	Average	Poor	Very Poor
Searching for trains					
Trains availability enquiry					
Booking the tickets					
Payments					
Making any complaints & getting a response					

4. If you booked the tickets at the booking counter, how would you rate the quality of your interaction and service provided by the Indian Railways staff at the counter?

	Excellent	Good	Average	Poor	Very Poor	Did not use
Polite and courteous						
Professional						
Helpful						
Solved my queries / problems						

5. Did you find the right and useful information from the different reservation enquiry and information services at the station / reservation counter?

	Excellent	Good	Average	Poor	Very Poor	Didn't see/ Didn't use
Clear, complete information						
Clean, hygienic booking office						
Well maintained working systems						
Sense of security and safe environment						

6. Do these statements reflect your experience of ticket booking?

	Yes	No
I got the ticket of my choice without any hassle		
I did not have to spend too much time while booking the tickets		
I found the ticketing process smooth and very efficient		
I got all the help I wanted from the staff / website		

Questionnaire 2: Passenger Experience in the Train

1. Profile of Respondent (Multiple selection permitted)

- ☐ Woman ☐ Senior Citizen ☐ Student ☐ Salaried Professional ☐ Businessman / Trader
☐ Divyangjan ☐ Unemployed ☐ Others

2. Which train did you take?

- ☐ Express ☐ Mail ☐ Inter-City ☐ Shatabdi ☐ Rajdhani ☐ Durgam ☐ Garib Rath ☐ Passenger
☐ Holiday Special

3. What was your experience using the different facilities inside the train?

	Excellent	Good	Average	Poor	Very Poor	Didn't use / Didn't see
Lighting						
Compartment (cleanliness)						
Toilets & Wash basin						
Seat / Berth						
Air-conditioner / Fan						
General Furniture						
Pantry car / Dining car						

4. Did you use any of these services on the train? What was your experience?

	Excellent	Good	Average	Poor	Very Poor	Didn't use / Didn't see
Changing seat / berth						
WiFi						
Catering						
Bed roll						
Filing a complaint and getting an action						

5. Did you interact with any Indian Railway staff? How did they behave with you?

	Excellent: Helpful, solved my problems	Good: Polite and Professional	Average: Diverted the issue to someone else	Poor: Rude and bad behaviour	Very Poor: Created trouble for passengers	Didn't interact / Didn't
Ticket Examiner						
RPF / Police						
Compartment Attendant staff (Cleaner, bedroll, etc.)						
Catering / Pantry car staff						
Any other Railways staff						

6. Do these statements describe your experience?

	Yes	No	Not applicable
I was able to board the train and find my seat without any hassle			
I could get a seat of my choice			
The TTE helped me tremendously			
I had a comfortable and clean travel in the train			
I had a safe and secured time in the train with the RPF staff providing security			

Questionnaire 3: Experience before Boarding the Train

1. Profile of Respondent (Multiple selection permitted)

- ☐ Woman ☐ Senior Citizen ☐ Student ☐ Salaried Professional ☐ Businessman / Trader ☐ Divyangjan
☐ Unemployed ☐ Other

2. Which train did you take?

- ☐ Express ☐ Mail ☐ Inter-City ☐ Shatabdi ☐ Rajdhani ☐ Duronto ☐ Garib Rath ☐ Passenger
☐ Holiday Special

3. Did you use any of these facilities at the railway station? What was your experience?

	Excellent	Good	Average	Poor	Very Poor	Didn't use / Didn't notice
Drinking Water						
Foot Over Bridge						
Waiting Room / Dormitory						
Food & Refreshments						
Toilets						
WiFi						
ATM						
Direction signboards / digital displays						
Station Announcements						
Parking Facilities						

4. Did you use any of the services given below? What was your experience?

	Excellent	Good	Average	Poor	Very Poor	Didn't use / Didn't notice
Enquiry Services						
Complaint / Feedback with the Station Master						
Luggage Booking						
Divyangjan facilities / services						
Left Luggage Locker/Cloak Room						
Medical Services / Emergency						

5. Did you interact with the following at the Station? What was your experience?

	Excellent	Good	Average	Poor	Very Poor	Didn't use / Didn't see
Station Master						
Enquiry Clerk						
Train Examiner						
Sahayaks/Porters						
Waiting Room staff						
Luggage services staff						
Staff at the shops, restaurants and stalls						

6. Do these statements describe your experience?

	Yes	No
I got all the right information needed for boarding my train		
I had a safe and smooth boarding experience		
I was treated professionally and with respect by the Indian Railways staff		
I felt safe and secured at the railway station		

Questionnaire 4: Experience after De-boarding from the Train

1. Profile of Respondent (Multiple selection permitted)

- ☐ Woman ☐ Senior Citizen ☐ Student ☐ Salaried Professional ☐ Businessman / Trader ☐ Divyangjan
☐ Unemployed ☐ Other

2. Which train did you take?

- ☐ Express ☐ Mail ☐ Inter-City ☐ Shatabdi ☐ Rajdhani ☐ Durgam ☐ Garib Rath ☐ Passenger
☐ Holiday Special

3. Did you use any of these facilities at the railway station? What was your experience?

	Excellent	Good	Average	Poor	Very Poor	Didn't use / Didn't notice
Drinking Water						
Foot Overbridge						
Waiting Room / Dormitory						
Food & Refreshments						
Toilets						
WiFi						
ATM						
Direction signboards / digital displays						
Station Announcements						

4. Did you use any of the services given below? What was your experience?

	Excellent	Good	Average	Poor	Very Poor	Didn't use / Didn't notice
Enquiry Services						
Complaint / Feedback with the Station Master						
Luggage Booking						
Divyangjan facilities / services						
Left Luggage Locker						
Medical Services / Emergency						
Taxi / Auto services						

5. Did you interact with Indian Railways staff? What was your experience?

	Excellent	Good	Average	Poor	Very Poor	Didn't use / Didn't see
Station Master						
Enquiry Clerk						
Train Examiner						
Sahayaks/Porters						
Waiting Room staff						
Luggage services staff						
Staff at the shops, restaurants and stalls						

6. Do these statements describe your experience?

	Yes	No
I reached my destination station safely		
I got down from the train smoothly and without any delay		
I was able leave the platform and station without any trouble		
I found my preferred transport from the station to my home / hotel / office		

Questionnaire 5: Goods Services

1. Name of the Goods shed / Freight Terminal where you are a regular customer.

Your Answer –

2. Profile (to be filled by the survey taker)

☐ Consignor ☐ Consignee ☐ Endorsee ☐ Handling Agent ☐ Trucker

3. What was your experience at the time of booking, billing and monitoring of your freight?

	Excellent	Good	Average	Poor	Very Poor	Didn't use
Clear information on rates, discounts, rebates, etc.						
Smooth Online booking system						
Error free Payment system						
Delivery of Railway Receipt & other important documents						
Correct, accurate billing						
Online monitoring & tracking system						

4. What is your experience at the time of loading/unloading of your freight?

	Excellent	Good	Average	Poor	Very Poor	Didn't use / Not
Information about arrival / departure of rakes						
Access to goods terminal for trucks / other vehicles						
Safe hygienic working conditions for labourers / loaders						
Help from Railways staff in case of any difficulty /						
Correct billing of demurrage / wharfage						
Overall ambience lighting & security in the area						

5. Which Railway staff did you interact with? What was your experience with them?

	Excellent	Good	Average	Poor	Very Poor
Commercial staff at the Goodshed/ Terminal					
Staff at the Station (Eg., SM)					
Senior Railways officers					

6. Overall, how you would rate the Indian Railways staff?

	High	Medium	Low
Polite and Courteous			
Professional & Efficient			
Helpful			
Solves my problem			

7. Did you face any of these issues while managing your operations?

	Yes	No
Staff asked for gratification		
Staff had middle men / touts involved		
Theft and pilferage was high		

Questionnaire 6: Parcel Services

1. Name of the station / parcel office recently visited.

Your Answer –

2. Profile of respondent (Multiple selection permitted)

- ☐ Woman ☐ Senior Citizen ☐ Student ☐ Salaried Professional ☐ Businessman / Trader
☐ Divyangjan ☐ Other

3. Type of parcel booked

- ☐ Personal luggage e.g. bike, furniture, appliance, etc. (for shifting)
☐ Business / Trade-products for the market
☐ Courier consignment - packages of customers
☐ Special consignment - for some event or occasion

4. What was your experience while booking your parcel / luggage?

	Excellent	Good	Average	Poor	Very
Efficient, smooth process					
Clean, hygienic booking office					
Safe and secured environment					
Correct information about rates, trains, etc.					
Correct prices and billing					
Error free payments					

5. What was your experience while loading / unloading your parcel?

	Excellent	Good	Average	Poor	Very Poor	Didn't Need/
Information about arrival / departure of parcel						
Time available to load / unload						
Help in case of over carriage						
Availability of help in the form of labourers / loaders						
Security						
Compensation in case of damages						

6. With whom did you interact with? What was your experience with them?

	Excellent	Good	Average	Poor	Very Poor	Didn't Interact /
Parcel booking staff						
Parcel Helpers (Packers, loaders, etc.)						
Outsourced staff						
Parcel Supervisor / Senior Officers						

7. Overall, how you would rate the Indian Railways staff?

	High	Medium	Low
Polite and Courteous			
Professional & Efficient			
Helpful			
Solves my problem			

8. Did you face any of these issues while managing your operations?

	Yes	No
Staff asked for gratification		
Staff had middle men / touts involved		
Theft and pilferage was high		

Questionnaire - Hindi

Questionnaire 1: Ticket Booking Experience

1. Profile of Respondent (Multiple selection permitted)

उत्तरदाता की प्रोफाइल (एकाधिक चयन की अनुमति)

☐ Woman ☐ Senior Citizen ☐ Student ☐ Salaried Professional ☐ Businessman / Trader
☐ Divyangjan ☐ Unemployed ☐ Other

2. Which Train did you book? .

आपने किस सी ट्रेन में बुक किया ?

3. ☐ Express ☐ Mail ☐ Intercity ☐ Shatabdi ☐ Rajdhani ☐ Duronto ☐ Garib Rath
☐ Passenger ☐ Holiday Special

3. If you booked the tickets online, what was your experience with the different aspects of ticket booking? . यदि आपने ऑनलाइन टिकट बुक किए हैं, तो टिकट बुकिंग के विभिन्न पहलुओं के साथ आपका अनुभव क्या था?

	Excell	Good	Average	Poor	Very Poor
Searching for trains . ट्रेनों के बारे में जानकारी देना या उनको खोजना					
Trains availability enquiry ट्रेनों की उपलब्धता की जानकारी					
Booking the tickets टिकट बुक कराना					
Payments भुगतान					
Making any complaints & getting a response कोई भी शिकायत दर्ज करना और जवाब मिलना					

4. If you booked the tickets at the booking counter, how would you rate the quality of your interaction and service provided by the Indian Railways staff at the counter?

यदि आप बुकिंग काउंटर पर टिकट बुक करते हैं, तो आप काउंटर पर भारतीय रेलवे के कर्मचारियों द्वारा प्रदान की जाने वाली अपनी बातचीत और सेवा की गुणवत्ता को कैसे रैंकिंग करेंगे ?

	Excellent	Good	Average	Poor	Very Poor	Did not use
विनम्र और भद्र						
पेशेवर/प्रोफेशनल						
मददगार						
मेरे प्रश्नों / समस्याओं को हल किया						

5. Did you find the right and useful information from the different reservation enquiry and information services at the station / reservation counter?

क्या आपको स्टेशन पर सूचना सेवाएं/ आरक्षण काउंटर पर पूछ- ताछ से सही और उपयोगी जानकारी मिली ?

	Excellent	Good	Average	Poor	Very Poor	Didn't see/ Didn't use

स्पष्ट और सम्पूर्ण जानकारी मिली						
साफ और स्वच्छ बुकिंग ऑफिस						
कार्य प्रणाली सुचारु रूप से चलना						
सुरक्षा और सुरक्षित वातावरण						

5. Do these statements reflect your experience of ticket booking?
आपके अनुसार क्या ये कथन टिकट बुकिंग के आपके अनुभव को दर्शाते हैं?

	Yes	No
मुझे बिना किसी इंज़ट के मेरी पसंद का टिकट मिल गया		
I did not have to spend too much time while booking the tickets मुझे टिकट बुक करते समय ज्यादा समय नहीं लगाना पड़ा।		
मुझे टिकट बुक करने की प्रक्रिया आसान और उपयुक्त लगी		
मुझे वह सभी मदद मिली जो मैं कर्मचारियों / वेबसाइट से चाहता था		

Questionnaire 2: Passenger Experience in the Train (ट्रेन में यात्री का अनुभव)

1. Profile of Respondent (Multiple selection permitted)

उत्तरदाता की प्रोफाइल (एकाधिक चयन की अनुमति)

- ☐ Woman ☐ Senior Citizen ☐ Student ☐ Salaried Professional ☐ Businessman / Trader
☐ Divyangjan ☐ Unemployed ☐ Others

2. Which train did you take?

आपने कौन सी ट्रेन पकड़ी?

- ☐ Express ☐ Mail ☐ Inter-City ☐ Shatabdi ☐ Rajdhani ☐ Duronto ☐ Garib Rath ☐ Passenger
☐ Holiday Special

3. What was your experience using the different facilities inside the train?

ट्रेन के अंदर विभिन्न सुविधाओं का उपयोग करने का आपका अनुभव कैसा था?

	Excellent	Good	Average	Poor	Very Poor	Didn't use / Didn't see
Lighting रोशनी/प्रकाश						
कम्पार्टमेंट (क्लीननेस)						
टॉयलेट /वाशबेसिन						
सीट /बर्थ						
ए सी / फैन						
जनरल फर्नीचर						
पेंटी कार /डाइनिंग कार						

4. Did you use any of these services on the train? What was your experience?

क्या आपने ट्रेन में इनमें से किसी भी सेवा का उपयोग किया है? आपका अनुभव कैसा रहा?

	Exc elle	Good	Average	Poor	Very Poor	Didn't use / Didn't see
सीट/ बर्थ बदलना						
वाई -फाई						
जलपान खाना						
बेड रोल						
शिकायत दर्ज करना और उसपर सूनवाई होना						

5. Did you interact with any Indian Railway staff? How did they behave with you?

क्या आपने किसी भारतीय रेलवे कर्मचारी के साथ बातचीत की? उन्होंने आपके साथ कैसा व्यवहार किया?

	Excellent: मददगार मेरी सम स्याओं को	Good: विनम्र और प्रोफेशनल	Average: किसी और को समस्या सुलझाने के	Poo r: अस भ्य	Very Poor: यात्रियों के लिए असुविधा पैदा की	Didn't intera ct / Didn't
टिकट एक्जामनर						
आर पी एफ / पुलिस						
कम्पार्टमेंट अटेंडेंट स्टाफ (क्लीनर ,बेडरोल आदि)						
केटरिंग / पेंटी कार स्टाफ						
अन्य रेलवे स्टाफ						

6. Do these statements describe your experience?

अभी मैं आपके सामने कुछ वाक्य बोलूंगा आप बताये कि आपके अनुभव को दर्शाते हैं

	Yes	No	Not applicable
मुझे ट्रेन में चढ़ने और सीट खोजने में कोई परेशानी नहीं हुई			
मुझे अपनी पसंद की सीट मिली			
टीटीई ने मेरी काफी मदद की			
मेरी ट्रेन की यात्रा आरामदायक एवं साफ़ सुथरी थी			
ट्रेन में रेलवे सुरक्षा बल की उपस्थिति में मैं संकुशल और सुरक्षित था			

Questionnaire 3: Experience before Boarding the Train

1. Profile of Respondent (Multiple selection permitted)

1. उत्तरदाता की प्रोफाइल (एकाधिक चयन की अनुमति)

- o Woman o Senior Citizen o Student o Salaried Professional o Businessman / Trader o Divyangjan
o Unemployed o Other

2. Which train did you take?

2. आपने कौन सी ट्रेन पकड़ी?

- o Express o Mail o Inter-City o Shatabdi o Rajdhani o Durgam o Garib Rath o Passenger
o Holiday Special

3. Did you use any of these facilities at the railway station? What was your experience?

3. क्या आपने रेलवे स्टेशन पर इनमें से किसी सुविधा का उपयोग किया? आपका अनुभव कैसा रहा?

	Excellent	Good	Average	Poor	Very Poor	Didn't use / Didn't notice
पीने का पानी						
फुट ओवर ब्रिज						
वेटिंग रूम / डारमेट्री						
भोजन और जलपान						
शौचालय						
वाई फाई						
एटीएम						
दिशा साइन बोर्ड / डिजिटल डिस्प्ले						
स्टेशन पे की गयी घोषणा						
पार्किंग सुविधाएँ						

4. Did you use any of the services given below? What was your experience?

4. क्या आपने नीचे दी गई सेवाओं में से किसी का उपयोग किया? आपका अनुभव क्या था?

	Excellent	Good	Average	Poor	Very Poor	Didn't use / Didn't notice
पूछताछ सेवाएं						
शिकायत दर्ज करना और स्टेशन मास्टर से फीडबैक मिलना						
सामान की बुकिंग						
दिव्यांगजन सुविधाएं / सेवाएं						
सामान लाकर / क्लॉक रूम						
स्वास्थ्य सेवाएं / आपातकालीन सेवाएँ						

5. Did you interact with the following at the Station? What was your experience?

5. क्या आपने स्टेशन पर निम्नलिखित के साथ बातचीत की? आपका अनुभव कैसा रहा?

	Excellent	Good	Average	Poor	Very Poor	Didn't use / Didn't see

स्टेशन मास्टर						
पूछताछ क्लर्क						
ट्रेन परीक्षक						
सहायक/कुली						
प्रतीक्षालय के कर्मचारी						
सामान सेवा कर्मचारी						
दुकानों, रेस्तरां और स्टालों पर कर्मचारी						

6. Do these statements describe your experience?

6 अभी मैं आपके सामने कुछ वाक्य बोलूंगा आप बताये की ये आपके अनुभव को दर्शाते हैं

	Yes	No
ट्रेन में चढ़ने से पहले मुझे सभी आवश्यक सही जानकारी मिली		
मेरी ट्रेन में चढ़ने का अनुभव सुरक्षित एवं सरल था		
भारतीय रेलवे के कर्मचारियों द्वारा मेरे साथ पेशेवर और सम्मान के साथ व्यवहार किया गया		
मैंने रेलवे स्टेशन पर सकुशल और सुरक्षित महसूस किया		

Questionnaire 4: Experience after De-boarding from the Train

1 Profile of Respondent (Multiple selection permitted)

1 उत्तरदाता की प्रोफाइल (एकाधिक चयन की अनुमति)

☐ Woman ☐ Senior Citizen ☐ Student ☐ Salaried Professional ☐ Businessman / Trader ☐ Divyangjan
☐ Unemployed ☐ Other

2 Which train did you take?

2. आपने कौन सी ट्रेन पकड़ी?

☐ Express ☐ Mail ☐ Inter-City ☐ Shatabdi ☐ Rajdhani ☐ Duronto ☐ Garib Rath ☐ Passenger
☐ Holiday Special

3. Did you use any of these facilities at the railway station? What was your experience?

3 क्या आपने रेलवे स्टेशन पर इनमें से किसी सुविधा का उपयोग किया? आपका अनुभव कैसा रहा ?

	Excellent	Good	Average	Poor	Very Poor	Didn't use / Didn't notice
पीने का पानी						
फुट ओवर ब्रिज						
वेटिंग रूम / डारमेट्री						
भोजन और जलपान						
शौचालय						
वाई फाई						
एटीएम						
दिशा साइन बोर्ड / डिजिटल डिस्प्ले						
स्टेशन पे की गयी घोषणा						

4. Did you use any of the services given below? What was your experience?

4 क्या आपने नीचे दी गई सेवाओं में से किसी का उपयोग किया? आपका अनुभव क्या था?

	Excellent	Good	Average	Poor	Very Poor	Didn't use / Didn't notice
पूछताछ सेवाएं						
शिकायत दर्ज करना और स्टेशन मास्टर से फीडबैक मिलना						
सामान की बुकिंग						
दिव्यांगजन सुविधाएं / सेवाएं						
सामान लाकर / क्लॉक रूम						
स्वास्थ्य सेवाएं / आपातकालीन सेवाएँ						
टैक्सी / ऑटो सेवाएं						

5. Did you interact with Indian Railways staff? What was your experience?

5. क्या आपने स्टेशन पर निम्नलिखित के साथ बातचीत की? आपका अनुभव कैसा रहा?

	Excellent	Good	Average	Poor	Very Poor	Didn't use / Didn't see
स्टेशन मास्टर						
पूछताछ क्लर्क						
ट्रेन परीक्षक						
सहायक/कुली						
प्रतीक्षालय के कर्मचारी						
सामान सेवा कर्मचारी						
दुकानों, रेस्तरां और स्टालों पर कर्मचारी						

6. Do these statements describe your experience?

6. अभी मैं आपके सामने कुछ वाक्य बोलूंगा आप बताये की ये आपके अनुभव को दर्शाते हैं

	Yes	No
मैं अपने गंतव्य स्टेशन पर सुरक्षित पहुंच गया		
मैं बिना किसी देरी के ट्रेन से आसानी से उतर गया		
मैं बिना किसी परेशानी के प्लेटफॉर्म और स्टेशन से बाहर निकला		
मुझे स्टेशन से मेरे घर/होटल/कार्यालय तक मेरा पसंदीदा परिवहन मिला		

Questionnaire 5: Goods Services

माल सेवाएं

1. Name of the Goods shed / Freight Terminal where you are a regular customer.

1. गुड्स शेड/फ्रेट टर्मिनल का नाम जहां आप एक नियमित ग्राहक हैं।

Your Answer –

2. प्रोफाइल (सर्वेक्षणकर्ता द्वारा भरा जाना है)

☐ Consignor ☐ Consignee ☐ Endorsee ☐ Handling Agent ☐ Trucker

3. What was your experience at the time of booking, billing and monitoring of your freight?

3. आपके माल बुकिंग, बिलिंग और निगरानी के समय आपका अनुभव कैसा था?

	Excellent	Good	Average	Poor	Very Poor	Didn't use
दरों, छूटों आदि के बारे में स्पष्ट जानकारी।						
सुचारू ऑनलाइन बुकिंग प्रणाली						
त्रुटि मुक्त भुगतान प्रणाली						
रेलवे रसीद और अन्य महत्वपूर्ण दस्तावेजों की डिलीवरी						
सही, वास्तविक बिलिंग						
ऑनलाइन निगरानी और ट्रैकिंग प्रणाली						

4. What is your experience at the time of loading/unloading of your freight?

4. अपने माल की लोडिंग/अनलोडिंग के समय आपका क्या अनुभव है?

	Excellent	Good	Average	Poor	Very Poor	Didn't use / Not
रेकों के आगमन/प्रस्थान के बारे में जानकारी						
ट्रकों/अन्य वाहनों के लिए माल टर्मिनल तक पहुंच						
मजदूरों/लोडर के लिए सुरक्षित स्वच्छ काम करने की सुविधा						
किसी भी कठिनाई/समस्या के मामले में रेलवे कर्मचारियों से सहायता						
विलंब शुल्क/घाट शुल्क की सही बिलिंग						
एरिया में पर्याप्त रोशनी और सुरक्षा की व्यवस्था						

5. Which Railway staff did you interact with? What was your experience with them?

5. आपने किस रेलवे कर्मचारी के साथ बातचीत की? उनके साथ आपका अनुभव कैसा रहा?

	Excellent	Good	Average	Poor	Very Poor
गुडशेड/टर्मिनल स्टेशन पर व्यावसायिक कर्मचारी					
स्टेशन पर कर्मचारी (जैसे, एसएम)					
वरिष्ठ रेलवे अधिकारी					

6. Overall, how you would rate the Indian Railways staff?

6. कुल मिलाकर, आप भारतीय रेलवे के कर्मचारियों को कैसे आंकेंगे?

	High	Medium	Low
विनम्र और भद्र			
पेशेवर और कुशल			
मददगार			
मेरी समस्या का समाधान करता है			

7. Did you face any of these issues while managing your operations?

7. क्या आपने अपने कार्यों का प्रबंधन करते समय इनमें से किसी समस्या का सामना करना पड़ा ?

	Yes	No
कर्मचारियों ने रिश्वत मांगी		
कर्मचारियों में बिचौलिए / दलाल शामिल थे		
चोरी और गुमशुदगी का सामना करना पड़ा		

Questionnaire 6: Parcel Services

1. Name of the station / parcel office recently visited.

1. हाल ही में गए स्टेशन/पार्सल कार्यालय का नाम

Your Answer –

2. Profile of respondent (Multiple selection permitted)

2 उत्तरदाता की प्रोफाइल (एकाधिक चयन की अनुमति)

☐ Woman ☐ Senior Citizen ☐ Student ☐ Salaried Professional ☐ Businessman / Trader

☐ Divyangjan ☐ Other

3. Type of parcel booked

3 बुक किए गए पार्सल का प्रकार

☐ Personal luggage e.g. bike, furniture, appliance, etc. (for shifting)

स्वयं का सामान जैसे बाइक, फर्नीचर, उपकरण, आदि (स्थानांतरण के लिए)

☐ Business / Trade-products for the market

व्यापार / बाजार से संबंधित प्रोडक्ट मार्केट के लिए

☐ Courier consignment - packages of customers

कूरियर माल - ग्राहकों के पैकेज

☐ Special consignment - for some event or occasion

किसी इवेंट या किसी विशेष अवसर पर

4. What was your experience while booking your parcel / luggage?

4 अपने पार्सल/सामान बुक करते समय आपका अनुभव कैसा रहा?

	Excellent	Good	Average	Poor	Very
प्रभावी सरलतम प्रक्रिया					
साफ, स्वच्छ बुकिंग कार्यालय					
सकुशल और सुरक्षित वातावरण					
दरों, ट्रेनों आदि के बारे में सही जानकारी।					
सही कीमत और बिलिंग					
त्रुटि मुक्त भुगतान					

5. What was your experience while loading / unloading your parcel?

5 अपने पार्सल को लोड/अनलोड करते समय आपका अनुभव क्या था ?

	Excellent	Good	Average	Poor	Very Poor	Didn't Need/
पार्सल के आगमन/प्रस्थान के बारे में जानकारी						
लोड/अनलोड करने के लिए उपलब्ध समय						
ओवर कैरिज के मामले में मदद						

मजदूर/लोडर के रूप में सहायता की उपलब्धता						
सुरक्षा						
नुकसान के मामले में मुआवजा						

6. With whom did you interact with? What was your experience with them?

6 आपने किसके साथ बातचीत की? उनके साथ आपका अनुभव कैसा रहा ?

	Excellent	Good	Average	Poor	Very Poor	Didn't Interact /
पार्सल बुकिंग स्टाफ						
पार्सल हेल्पर्स (पैकर्स, लोडर, आदि)						
आउटसोर्स कर्मचारी (वे कर्मचारी जो भारतीय रेलवे के नहीं हैं)						
पार्सल पर्यवेक्षक/वरिष्ठ अधिकारी						

7. Overall, how you would rate the Indian Railways staff?

7 कुल मिलाकर, आप भारतीय रेलवे के कर्मचारियों को कैसे आँकेंगे?

	High	Medium	Low
विनम्र एवं भद्रा			
प्रोफेशनल और कुशल			
मददगार			
मेरी समस्या का समाधान करता है			

8. Did you face any of these issues while managing your operations?

8. क्या आपको अपने पार्सल बुकिंग करते समय इनमें से किसी समस्या का सामना करना पड़ा?

	Yes	No
स्टाफ ने रिश्वत मांगी		
स्टाफ में बिचौलिए / दलाल शामिल थे		
चोरी और गुमशुदगी का सामना करना पड़ा		

Questionnaire - Bangla

QUESTIONNAIRE 1: TICKET BOOKING EXPERIENCE

প্রশ্ন 1: টিকিট বুকিংয়ের অভিজ্ঞতা

1. Profile of Respondent (Multiple selection permitted)

উত্তরদাতার প্রোফাইল (একাধিক অপশন বাছা যাবে)

- ☐ Woman
মহিলা
- ☐ Senior Citizen
বয়স্ক নাগরিক
- ☐ Student
পড়ুয়া
- ☐ Salaried Professional
চাকুরিজীবী
- ☐ Businessman / Trader
ব্যবসায়ী
- ☐ Divyangjan
প্রতিবন্ধী
- ☐ Unemployed
কর্মহীন
- ☐ Other
অন্যান্য

2. Which Train did you book?

আপনি কোন ট্রেন বুক করেছেন?

- ☐ Express
এক্সপ্রেস
- ☐ Mail
মেল
- ☐ Intercity
ইন্টারসিটি
- ☐ Shatabdi
শতাব্দী
- ☐ Rajdhani
রাজধানী
- ☐ Duronto
দুরন্ত
- ☐ Garib Rath
গরীব রথ
- ☐ Passenger
প্যাসেঞ্জার
- ☐ Holiday Special
হলিডে স্পেশাল

3. If you booked the tickets online, what was your experience with the different aspects of ticket booking?

আপনি যদি অনলাইনে টিকিট বুক করে থাকেন, তাহলে টিকিট বুকিংয়ের বিভিন্ন ধাপ মিলিয়ে আপনার অভিজ্ঞতা কী?

	Excellent খুব ভালো	Good ভালো	Average মোটামুটি	Poor খারাপ	Very Poor খুব খারাপ
Searching for trains ট্রেন খোঁজার ক্ষেত্রে					
Trains availability enquiry সন্ধানের সময় সহজে ট্রেন পাওয়া					
Booking the tickets টিকিট বুক করার ক্ষেত্রে					
Payments পেমেন্ট					
Making any complaints & getting a response কোনও অভিযোগ জানানো ও তার উত্তর পেতে					

4. If you booked the tickets at the booking counter, how would you rate the quality of your interaction and service provided by the Indian Railways staff at the counter?

আপনি যদি টিকিটটি বুকিং কাউন্টারে বুক করতেন, তাহলে আপনি কাউন্টারে থাকা ভারতীয় রেলের কর্মীর সঙ্গে আপনার কথোপকথনকে কত রেটিং দিতেন?

						Did not use ব্যবহার করিনি
Polite and courteous নম্র এবং ভদ্র						
Professional পেশাদার						
Helpful সাহায্য করেছেন						
Solved my queries / problems আপনার প্রশ্ন / সমস্যা মিটিয়েছেন						

5. Did you find the right and useful information from the different reservation enquiry and information services at the station / reservation counter?

স্টেশন বা রিজার্ভেশন কাউন্টার থেকে আপনি রিজার্ভেশন সংক্রান্ত সঠিক এবং কাজের তথ্য পেয়েছেন?

						Didn't see/ Didn't use দেখিনি / ব্যবহার করিনি
Clear, complete information						

পরিষ্কার, সম্পূর্ণ তথ্য						
Clean, hygienic booking office পরিষ্কার, স্বাস্থ্যকর বুকিং অফিস						
Well maintained working systems সঠিকভাবে রক্ষণাবেক্ষণ করা সিস্টেম						
Sense of security and safe environment নিরাপত্তা ব্যবস্থা এবং নিরাপদ পরিবেশ						

6. Do these statements reflect your experience of ticket booking?

আপনি যা বলেছেন সেটা কি আপনার বুকিং অভিজ্ঞতার প্রতিফলন?

	Yes হ্যাঁ	No না
I got the ticket of my choice without any hassle আমি কোনও সমস্যা ছাড়া আমার পছন্দের টিকিট পেয়ে গেছি		
I did not have to spend too much time while booking the tickets টিকিট বুকিংয়ের সময় আমাকে খুব একটা বেশি সময় দিতে হয়নি		
I found the ticketing process smooth and very efficient টিকিট কাটার প্রক্রিয়াটি খুব সহজ এবং দ্রুত ছিল		
I got all the help I wanted from the staff / website আমার যা সহায়তার দরকার ছিল তা সব আমি স্টাফ / ওয়েবসাইট থেকে পেয়ে গেছি		

2: PASSENGER EXPERIENCE IN THE TRAIN

2: ট্রেনে যাত্রী অভিজ্ঞতা

1. Profile of Respondent (Multiple selection permitted)

উত্তরদাতার প্রোফাইল (একাধিক অপশন বাছা যাবে)

- ☐ Woman
মহিলা
- ☐ Senior Citizen
বয়স্ক নাগরিক
- ☐ Student
পড়ুয়া
- ☐ Salaried Professional
চাকুরিজীবী
- ☐ Businessman / Trader
ব্যবসায়ী
- ☐ Divyangjan
প্রতিবন্ধী
- ☐ Unemployed
কর্মহীন
- ☐ Other
অন্যান্য

2. Which Train did you book?

আপনি কোন ট্রেন বুক করেছেন?

- ☐ Express
এক্সপ্রেস
- ☐ Mail
মেল
- ☐ Intercity
ইন্টারসিটি
- ☐ Shatabdi
শতাব্দী
- ☐ Rajdhani
রাজধানী
- ☐ Duronto
দুরন্ত
- ☐ Garib Rath
গরীব রথ
- ☐ Passenger
প্যাসেঞ্জার
- ☐ Holiday Special
হলিডে স্পেশাল

3. What was your experience using the different facilities inside the train?

ট্রেনে বিভিন্ন পরিষেবা ব্যবহারের ক্ষেত্রে আপনার অভিজ্ঞতা কীরকম?

Lighting আলো						
Compartment (cleanliness) কামরা (পরিচ্ছন্নতা)						
Toilets & Wash basin টয়লেট ও হাত ধোয়ার বেসিন						
Seat / Berth সিট / বার্থ						
Air-conditioner / Fan শীতাতপ নিয়ন্ত্রিত যন্ত্র / ফ্যান						
General Furniture সাধারণ আসবাব						
Pantry car / Dining car প্যান্ডি কার / ডাইনিং কার						

4. Did you use any of these services on the train? What was your experience?

আপনি কি এই পরিষেবারগুলোর মধ্যে থেকে ট্রেনের কোনও পরিষেবা নিয়েছেন? আপনার অভিজ্ঞতা কেমন?

Changing seat / berth সিট / বার্থ পরিবর্তন করা						
WiFi ওয়াইফাই						
Catering ক্যাটারিং						
Bed roll বেড রোল						
Filing a complaint and getting an action অভিযোগ করে তার নিষ্পত্তি হওয়া						

5. Did you interact with any Indian Railway staff? How did they behave with you?

আপনি কি রেলের কর্মীদের সঙ্গে কথা বলেছেন? আপনার সঙ্গে কেমন ব্যবহার করেছেন?

	Helpful, solved my problems সাহায্য করেছেন, আমার সমস্যা	Polite and Professional নম্র এবং পেশাদার	Diverted the issue to someone else বিষয়টা অন্যদিকে ঘুরিয়ে দিয়েছেন	Rude and bad behavior রুঢ় এবং খারাপ ব্যবহার	Created trouble for passengers যাত্রীদের জন্য সমস্যা তৈরি করেছেন	Didn't interact / Didn't see কথা বলিনি / দেখিনি
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	মিটেছে					
Ticket Examiner টিকিট পরীক্ষক						
RPF / Police আরপিএফ / পুলিশ						
Compartment Attendant staff (Cleaner, bedroll, etc.) কামরার সেবা প্রদানকারী স্টাফ (ক্লিনার, বেডরোল ইত্যাদি)						
Catering / Pantry car staff ক্যাটারিং / প্যান্ট্রি কার কর্মী						
Any other Railways staff রেলের অন্যান্য কর্মী						

6. Do these statements describe your experience?

এই বিবৃতিগুলি কি আপনার অভিজ্ঞতা বর্ণনা করে?

			Not applicable প্রযোজ্য নয়
I was able to board the train and find my seat without any hassle আপনি ট্রেনে উঠতে পেরেছি এবং কোনও সমস্যা ছাড়াই আমার সিট খুঁজে পেয়েছি			
I could get a seat of my choice আপনি নিজের পছন্দ মত সিট পেয়েছি			
The TTE helped me tremendously টিকিট পরীক্ষক আমাকে খুব সাহায্য করেছেন			
I had a comfortable and clean travel in the train আমি ট্রেনে একটা আরামদায়ক ও পরিষ্কার সফর করেছি			
I had a safe and secured time in the train with the RPF staff providing security ট্রেনে আমি নিরাপদ ও নিশ্চিত যাত্রা করেছি আর আরপিএফ স্টাফরা আমাকে নিরাপত্তা প্রদান করেছেন			

3: EXPERIENCE BEFORE BOARDING THE TRAIN

3. ট্রেনে বোর্ড করার আগে অভিজ্ঞতা

1. Profile of Respondent (Multiple selection permitted)

উত্তরদাতার প্রোফাইল (একাধিক অপশন বাছা যাবে)

- ☐ Woman
মহিলা
- ☐ Senior Citizen
বয়স্ক নাগরিক
- ☐ Student
পড়ুয়া
- ☐ Salaried Professional
চাকুরিজীবী
- ☐ Businessman / Trader
ব্যবসায়ী
- ☐ Divyangjan
প্রতিবন্ধী
- ☐ Unemployed
কর্মহীন
- ☐ Other
অন্যান্য

2.. Which Train did you book?

আপনি কোন ট্রেন বুক করেছেন?

- ☐ Express
এক্সপ্রেস
- ☐ Mail
মেল
- ☐ Intercity
ইন্টারসিটি
- ☐ Shatabdi
শতাব্দী
- ☐ Rajdhani
রাজধানী
- ☐ Duronto
দুরন্ত
- ☐ Garib Rath
গরীব রথ
- ☐ Passenger
প্যাসেঞ্জার
- ☐ Holiday Special
হলিডে স্পেশাল

3. Did you use any of these facilities at the railway station? What was your experience?
আপনি কি ট্রেন স্টেশনে এরকম কোনও পরিষেবা দেখেছেন? আপনার অভিজ্ঞতা কীরকম?

Drinking Water পানীয় জল						
Foot Over Bridge পায়ে হেঁটে যাওয়ার ওভার ব্রিজ						
Waiting Room / Dormitory ওয়েটিং রুম / ডরমেটরি						
Food & Refreshments খাওয়া এবং আরাম						
Toilets টয়লেট						
WiFi ওয়াইফাই						
ATM এটিএম						
Direction signboards / digital displays দিক নির্দেশ করা সাইনবোর্ড / ডিজিটাল ডিসপ্লে						
Station Announcements স্টেশনে ঘোষণা						
Parking Facilities পার্কিংয়ের সুবিধা						

4. Did you use any of the services given below? What was your experience?
নিচে দেওয়া পরিষেবার মধ্যে আপনি কি কোনওটা ব্যবহার করেছেন? অভিজ্ঞতা কীরকম?

Enquiry Services অনুসন্ধান পরিষেবা						
Complaint / Feedback with the Station Master স্টেশন মাস্টারের কাছে অভিযোগ / মতামত প্রদান						
Luggage Booking লাগেজ বুকিং						
Divyangjan facilities / services প্রতিবন্ধীদের সুবিধা / পরিষেবা						
Left Luggage Locker/Cloak Room লাগেজ লকার / ক্লক রুম ছেড়ে যাওয়া						
Medical Services / Emergency চিকিৎসা পরিষেবা / জরুরি পরিষেবা						

5. Did you interact with the following at the Station? What was your experience?

আপনি কি স্টেশনে কথা বলেছেন? অভিজ্ঞতা কেমন?

Station Master স্টেশন মাস্টার						
Enquiry Clerk অনুসন্ধানের কর্মী						
Train Examiner ট্রেন পরীক্ষক						
Sahayaks/Porters সহায়কা / পোর্টার						
Waiting Room staff ওয়েটিং রুমের স্টাফ						
Luggage services staff লাগেজ সার্ভিস স্টাফ						
Staff at the shops, restaurants and stalls দোকান, রেস্টুরাঁ ও স্টলের কর্মী						

6. Do these statements describe your experience?

এই বিবৃতিগুলি কি আপনার অভিজ্ঞতা বর্ণনা করে?

I got all the right information needed for boarding my train আমার ট্রেনে বোর্ড করতে সব সঠিক তথ্য আমি পেয়ে গেছি		
I had a safe and smooth boarding experience নিরাপদ ও মসৃণ বোর্ডিংয়ের অভিজ্ঞতা হয়েছে		
I was treated professionally and with respect by the Indian Railways staff আমাকে পেশাদারভাবে দেখা হয়েছে এবং ভারতীয় রেলের কর্মীরা সম্মান দিয়েছেন		
I felt safe and secured at the railway station রেল স্টেশনে আমি নিরাপদ ও নিশ্চিত অনুভব করেছি		

4: EXPERIENCE AFTER DE-BOARDING FROM THE TRAIN

4. ট্রেন থেকে ডি-বোর্ড করার পৰেৰ অভিজ্ঞতা

1. Profile of Respondent (Multiple selection permitted)

উত্তৰদাতাৰ প্ৰোফাইল (একাধিক অপশন বাছা যাবে)

- ☐ Woman
মহিলা
- ☐ Senior Citizen
বয়স্ক নাগৰিক
- ☐ Student
পঢ়ুয়া
- ☐ Salaried Professional
চাকুৰিজীবি
- ☐ Businessman / Trader
ব্যবসায়ী
- ☐ Divyangjan
প্ৰতিবন্ধী
- ☐ Unemployed
কমহীন
- ☐ Other
অন্যান্য

2.. Which Train did you book?

আপনি কোন ট্ৰেন বুক কৰেছেন?

- ☐ Express
এক্সপ্ৰেস
- ☐ Mail
মেইল
- ☐ Intercity
ইণ্টাৰসিটি
- ☐ Shatabdi
শতাব্দী
- ☐ Rajdhani
ৰাজধানী
- ☐ Duronto
দূৰন্ত
- ☐ Garib Rath
গৰীব ৰথ
- ☐ Passenger
প্যাসেঞ্জাৰ
- ☐ Holiday Special
হলিডে স্পেশাল

3. Did you use any of these facilities at the railway station? What was your experience?
আপনি কি ট্রেন স্টেশনে এরকম কোনও পরিষেবা দেখেছেন? আপনার অভিজ্ঞতা কীরকম?

Drinking Water পানীয় জল						
Foot Over Bridge পায়ে হেঁটে যাওয়ার ওভার ব্রিজ						
Waiting Room / Dormitory ওয়েটিং রুম / ডরমেটরি						
Food & Refreshments খাওয়া এবং আরাম						
Toilets টয়লেট						
WiFi ওয়াইফাই						
ATM এটিএম						
Direction signboards / digital displays দিক নির্দেশ করা সাইনবোর্ড / ডিজিটাল ডিসপ্লে						
Station Announcements স্টেশনে ঘোষণা						

4. Did you use any of the services given below? What was your experience?
নিচে দেওয়া পরিষেবার মধ্যে আপনি কি কোনওটা ব্যবহার করেছেন? অভিজ্ঞতা কীরকম?

Enquiry Services অনুসন্ধান পরিষেবা						
Complaint / Feedback with the Station Master স্টেশন মাস্টারের কাছে অভিযোগ / পরামর্শ দান						
Luggage Booking লাগেজ বুকিং						
Divyangjan facilities / services প্রতিবন্ধীদের জন্য সুবিধা / পরিষেবা						
Left Luggage Locker লাগেজ লকার ছেড়ে যাওয়া						
Medical Services / Emergency চিকিৎসা পরিষেবা / ইমার্জেন্সি						
Taxi / Auto services ট্যাক্সি / অটো পরিষেবা						

5. Did you interact with the following at the Station? What was your experience?

আপনি কি স্টেশনে কথা বলেছেন? অভিজ্ঞতা কেমন?

Station Master স্টেশন মাস্টার						
Enquiry Clerk অনুসন্ধানের কর্মী						
Train Examiner ট্রেন পরীক্ষক						
Sahayaks/Porters সহায়কা / পোর্টার						
Waiting Room staff ওয়েটিং রুমের স্টাফ						
Luggage services staff লাগেজ সার্ভিস স্টাফ						
Staff at the shops, restaurants and stalls দোকান, রেস্টুরাঁ ও স্টলের কর্মী						

6. Do these statements describe your experience?

এই বিবৃতিগুলি কি আপনার অভিজ্ঞতা বর্ণনা করে?

I reached my destination station safely আমি আমার নির্দিষ্ট স্টেশনে নিরাপদে পৌঁছে গেছি		
I got down from the train smoothly and without any delay আমি মসৃণভাবে ট্রেন থেকে স্টেশনে নেমে গেছি কোনও দেরি হয়নি		
I was able leave the platform and station without any trouble আপনি প্ল্যাটফর্ম ও স্টেশন থেকে বেরতে পেরেছি কোনও সমস্যা ছাড়াই		
I found my preferred transport from the station to my home / hotel / office স্টেশন থেকে আমার বাড়ি / হোটেল / অফিস পর্যন্ত আমি পছন্দের ট্রান্সপোর্ট পেয়েছি		

5: GOODS SERVICES

5: পণ্য পরিষেবা

1. Name of the Goods shed / Freight Terminal where you are a regular customer.

পণ্যের শেড / আনা নেওয়ার টার্মিনালের নাম বলুন যেগুলোর নিত্যদিনের গ্রাহক আপনি

Your Answer –

আপনার উত্তর -

2. Profile (to be filled by the survey taker)

প্রোফাইল (সার্ভে গ্রহণকারীকে পূরণ করতে হবে)

- ☐ Consignor
প্রেরক
- ☐ Consignee
প্রাপক
- ☐ Endorsee
এন্ডোরসি
- ☐ Handling Agent
হ্যান্ডেলিং এজেন্ট
- ☐ Trucker
ট্রাকার

3. What was your experience at the time of booking, billing and monitoring of your freight?

আপনার পণ্য বুকিং, বিলিং এবং মনিটরিংয়ের ক্ষেত্রে আপনার অভিজ্ঞতা কীরকম?

Clear information on rates, discounts, rebates, etc. দাম, ছাড়, রিবেট ইত্যাদি সংক্রান্ত বিষয়ে পরিষ্কার তথ্য						
Smooth Online booking system মসৃণ অনলাইন বুকিং পরিষেবা						
Error free Payment system নির্ভুল পেমেন্ট সিস্টেম						
Delivery of Railway Receipt & other important documents রেলওয়ে রিসিট ও অন্যান্য গুরুত্বপূর্ণ তথ্যের ডেলিভারি						
Correct, accurate billing সঠিক, নির্ভুল বিলিং						
Online monitoring & tracking system অনলাইন মনিটর করা ও ট্র্যাক করা						

**4. What is your experience at the time of loading/unloading of your freight?
আপনার পণ্য ওঠানো / নামার সময় আপনার অভিজ্ঞতা কীরকম?**

Information about arrival / departure of rakes রেকের পৌঁছন / ছাড়ার ব্যাপারে তথ্য পাওয়া						
Access to goods terminal for trucks / other vehicles পণ্যের টার্মিনালে ট্রাক / অন্যান্য গাড়ি পাওয়া						
Safe hygienic working conditions for labourers / loaders শ্রমিক / লোডারদের জন্য নিরাপদ ও স্বাস্থ্যকর কাজের পরিবেশ						
Help from Railways staff in case of any difficulty / issue সমস্যা / ইস্যু হলে রেলের কর্মীদের থেকে সাহায্য পাওয়া						
Correct billing of demurrage / wharfage ডিমুরেজ / হোয়ারফেজের ক্ষেত্রে সঠিক বিলিং						
Overall ambience lighting & security in the area এলাকার পুরো আলো ও নিরাপত্তা						

**5. Which Railway staff did you interact with? What was your experience with them?
আপনি রেলের কোন কর্মীর সঙ্গে কথা বলেছেন? আপনার অভিজ্ঞতা কেমন?**

Commercial staff at the Goodshed/ Terminal গুডশেড / টার্মিনালে কমার্শিয়াল স্টাফ					
Staff at the Station (Eg., SM) স্টেশনের কর্মী (উদাহরণ - এসএম)					
Senior Railways officers সিনিয়র রেলওয়ে অফিসার					

**6. Overall, how you would rate the Indian Railways staff?
সবমিলিয়ে ভারতীয় রেলের কর্মীদের আপনি কত রেট দেবেন?**

	High উচ্চ	Medium মাঝারি	Low কম
Polite and Courteous নম্র এবং ভদ্র			
Professional & Efficient পেশাদার এবং কর্মঠ			
Helpful সহায়তাকারী			
Solves my problem আমার সমস্যা সমাধান করা			

7. Did you face any of these issues while managing your operations?

আপনার কাজ করার ক্ষেত্রে আপনি এই বিষয়গুলোর সম্মুখীন হয়েছেন?

Staff asked for gratification কর্মীরা টিপস চেয়েছেন		
Staff had middle men / touts involved কর্মীদের সঙ্গে মিডল ম্যান / ফুঁড়ে যুক্ত ছিল		
Theft and pilferage was high চুরি এবং ছিনতাই বেশি ছিল		

6: PARCEL SERVICES

6: পার্সেল পরিষেবা

1. Name of the station / parcel office recently visited.

সদ্য ভিজিট করা স্টেশন / পার্সেল অফিসের নাম।

2. Profile of Respondent (Multiple selection permitted)

উত্তরদাতার প্রোফাইল (একাধিক অপশন বাছা যাবে)

- ☐ Woman
মহিলা
- ☐ Senior Citizen
বয়স্ক নাগরিক
- ☐ Student
পড়ুয়া
- ☐ Salaried Professional
চাকুরিজীবী
- ☐ Businessman / Trader
ব্যবসায়ী
- ☐ Divyangjan
প্রতিবন্ধী
- ☐ Other
অন্যান্য

3. Type of parcel booked

পার্সেল বুকিংয়ের প্রকার

- ☐ Personal luggage e.g. bike, furniture, appliance, etc. (for shifting)
ব্যক্তিগত লাগেজ যেমন বাইক, আসবাব, সামগ্রী ইত্যাদি (শিফটিংয়ের জন্য)
- ☐ Business / Trade-products for the market
বাজারের জন্য ব্যবসার সামগ্রী
- ☐ Courier consignment - packages of customers
ক্যুরিয়ার অ্যাসাইনমেন্ট - কাস্টমারের প্যাকেজ
- ☐ Special consignment - for some event or occasion
বিশেষ কনসাইনমেন্ট - কোনও ইভেন্ট অথবা অনুষ্ঠানের জন্য

4. What was your experience while booking your parcel / luggage?

পার্সেল / লাগেজ বুকিংয়ের ক্ষেত্রে আপনার অভিজ্ঞতা কীরকম?

Efficient, smooth process দ্রুত, মসৃণ প্রক্রিয়া					
Clean, hygienic booking office পরিষ্কার, স্বাস্থ্যকর বুকিং অফিস					
Safe and secured environment নিরাপদ এবং নিশ্চিত পরিবেশ					

Correct information about rates, trains, etc. দাম, ট্রেন ইত্যাদির ব্যাপারে সঠিক তথ্য					
Correct prices and billing সঠিক দাম এবং বিল					
Error free payments নির্ভুল পেমেন্ট					

5. What was your experience while loading / unloading your parcel?

পার্সেল তোলা / নামানোর ক্ষেত্রে আপনার অভিজ্ঞতা কী?

Information about arrival / departure of parcel পার্সেলের আসা / যাওয়ার ব্যাপারে তথ্য						
Time available to load / unload লোড / আনলোড করার সময় উপলব্ধতা						
Help in case of over carriage অতিরিক্ত বেশি নেওয়া হলে সেই ব্যাপারে সাহায্য						
Availability of help in the form of laborers / loaders লেবার / লোডারের বিষয়ে সাহায্য পাওয়া						
Security নিরাপত্তা						
Compensation in case of damages ক্ষতি হলে ক্ষতিপূরণ পাওয়া						

6. With whom did you interact with? What was your experience with them?

কার সঙ্গে আপনি কথা বলেছেন? আপনার অভিজ্ঞতা কেমন?

Parcel booking staff পার্সেল বুকিং কর্মী						
Parcel Helpers (Packers, loaders, etc.) পার্সেল হেল্পার (প্যাকার, লোডার ইত্যাদি)						
Outsourced staff আউটসোর্স করা স্টাফ						
Parcel Supervisor / Senior Officers পার্সেল সুপারভাইজার / সিনিয়র অফিসার						

Questionnaire - Kannada

QUESTIONNAIRE 1: TICKET BOOKING EXPERIENCE

ಪ್ರಶ್ನಾವಳಿ 1: ಟಿಕೆಟ್ ಬುಕಿಂಗ್ ಅನುಭವ

1. Profile of Respondent (Multiple selection permitted)

- ☐ Woman
- ☐ Senior Citizen
- ☐ Student
- ☐ Salaried Professional
- ☐ Businessman / Trader
- ☐ Divyangjan
- ☐ Unemployed
- ☐ Other

1. ಪ್ರತಿಕ್ರಿಯಿಸುವವರ ಪ್ರೊಫೈಲ್ (ಬಹು ಆಯ್ಕೆಯನ್ನು ಅನುಮತಿಸಲಾಗಿದೆ)

- ☐ ಮಹಿಳೆ
- ☐ ಹಿರಿಯ ನಾಗರಿಕ
- ☐ ವಿದ್ಯಾರ್ಥಿ
- ☐ ವೇತನ ಪಡೆಯುವ ವೃತ್ತಿಪರ
- ☐ ಉದ್ಯಮಿ / ವ್ಯಾಪಾರಿ
- ☐ ದಿವ್ಯಾಂಗಜನ
- ☐ ನಿರುದ್ಯೋಗಿ
- ☐ ಇತರೆ

2. Which Train did you book?

- ☐ Express
- ☐ Mail
- ☐ Intercity
- ☐ Shatabdi
- ☐ Rajdhani
- ☐ Duronto
- ☐ Garib Rath
- ☐ Passenger
- ☐ Holiday Special

2. ನೀವು ಯಾವ ರೈಲನ್ನು ಕಾಯ್ದಿರಿಸಿದ್ದೀರಿ?

- ☐ ಎಕ್ಸ್‌ಪ್ರೆಸ್
- ☐ ಮೇಲ್
- ☐ ಇಂಟರ್‌ಸಿಟಿ
- ☐ ಶತಾಬ್ದಿ
- ☐ ರಾಜಧಾನಿ
- ☐ ಡುರೊಂಟೊ
- ☐ ಗರೀಬ್ ರಥ್
- ☐ ಪ್ಯಾಸೆಂಜರ್
- ☐ ಹಾಲಿಡೇ ಸ್ಪೆಷಲ್

3. If you booked the tickets online, what was your experience with the different aspects of ticket booking?

3. ನೀವು ಆನ್‌ಲೈನ್‌ನಲ್ಲಿ ಟಿಕೆಟ್‌ಗಳನ್ನು ಬುಕ್ ಮಾಡಿದ್ದರೆ, ಟಿಕೆಟ್ ಬುಕಿಂಗ್‌ನ ವಿವಿಧ ವಿಷಯಗಳ ಬಗ್ಗೆ ನಿಮ್ಮ ಅನುಭವವೇನು?

	Excellent ಅತ್ಯುತ್ತಮ	Good ಉತ್ತಮ	Average ಸಾಧಾರಣ	Poor ಕಳಪೆ	Very Poor ತೀರಾ ಕಳಪೆ
Searching for trains ರೈಲುಗಳಿಗಾಗಿ ಹುಡುಕುವುದು					
Trains availability enquiry ರೈಲುಗಳ ಲಭ್ಯತೆಯ ವಿಚಾರಣೆ					
Booking the tickets ಟಿಕೆಟ್‌ಗಳನ್ನು ಕಾಯ್ದಿರಿಸುವುದು					
Payments ಪಾವತಿಗಳು					
Making any complaints & getting a Response ಯಾವುದೇ ದೂರನ್ನು ನೀಡುವುದು ಮತ್ತು ಪ್ರತಿಕ್ರಿಯೆ ಪಡೆಯುವುದು					

4. If you booked the tickets at the booking counter, how would you rate the quality of your interaction and service provided by the Indian Railways staff at the counter?

4. ನೀವು ಬುಕಿಂಗ್ ಕೌಂಟರ್‌ನಲ್ಲಿ ಟಿಕೆಟ್‌ಗಳನ್ನು ಬುಕ್ ಮಾಡಿದ್ದರೆ, ಭಾರತೀಯ ರೈಲ್ವೇ ಸಿಬ್ಬಂದಿಯು ನಿಮಗೆ ಕೌಂಟರ್‌ನಲ್ಲಿ ಒದಗಿಸಿದ ಸೇವೆ ಮತ್ತು ಸಂವಹನದ ಗುಣಮಟ್ಟವನ್ನು ನೀವು ಹೇಗೆ ರೇಟ್ ಮಾಡುತ್ತೀರಿ?

						Did not use ಬಳಸಲಿಲ್ಲ
Polite and courteous ಸಭ್ಯ ಮತ್ತು ವಿನಯಶೀಲ						
Professional ವೃತ್ತಿಪರ						

Helpful ಸಹಾಯಕವಾಗಿತ್ತು						
Solved my queries / problems ನನ್ನ ಪ್ರಶ್ನೆಗಳನ್ನು / ಸಮಸ್ಯೆಗಳನ್ನು ಪರಿಹರಿಸಲಾಗಿದೆ						

5. Did you find the right and useful information from the different reservation enquiry and information services at the station / reservation counter?

5. ನಿಲ್ದಾಣ/ರಿಸರ್ವೇಶನ್ ಕೌಂಟರ್‌ನಲ್ಲಿ ವಿವಿಧ ಕಾಯ್ದಿರಿಸುವಿಕೆಯ ವಿಚಾರಣೆ ಮತ್ತು ಮಾಹಿತಿ ಸೇವೆಗಳಿಂದ ಸರಿಯಾದ ಮತ್ತು ಉಪಯುಕ್ತ ಮಾಹಿತಿಯನ್ನು ನೀವು ಕಂಡುಕೊಂಡಿದ್ದೀರಾ?

						Didn't see/ Didn't use ನೋಡಲಿಲ್ಲ / ಬಳಸಲಿಲ್ಲ
Clear, complete information ಸ್ಪಷ್ಟ, ಸಂಪೂರ್ಣ ಮಾಹಿತಿ						
Clean, hygienic booking office ಸ್ವಚ್ಛ, ನಿರ್ಮಲ ಬುಕಿಂಗ್ ಕಚೇರಿ						
Well maintained working systems ಉತ್ತಮವಾಗಿ ನಿರ್ವಹಿಸಲಾದ ಕಾರ್ಯ ವ್ಯವಸ್ಥೆಗಳು						
Sense of security and safe environment ನಿಶ್ಚಿಂತೆಯ ಭಾವನೆ ಮತ್ತು ಸುರಕ್ಷಿತ ಪರಿಸರ						

6. Do these statements reflect your experience of ticket booking?

6. ಈ ಹೇಳಿಕೆಗಳು ನಿಮ್ಮ ಟಿಕೆಟ್ ಬುಕಿಂಗ್ ಅನುಭವವನ್ನು ಪ್ರತಿಬಿಂಬಿಸುತ್ತವೆಯೇ?

	Yes ಹೌದು	No ಇಲ್ಲ
I got the ticket of my choice without any hassle ಯಾವುದೇ ಸಮಸ್ಯೆಯಿಲ್ಲದೆ ನನ್ನ ಆಯ್ಕೆಯ ಟಿಕೆಟ್ ಸಿಕ್ಕಿದೆ		
I did not have to spend too much time while booking the tickets ಟಿಕೆಟ್ ಕಾಯ್ದಿರಿಸಲು ನನಗೆ ಹೆಚ್ಚು ಸಮಯ ಕಳೆಯಬೇಕಾಗಿ ಬರಲಿಲ್ಲ		
I found the ticketing process smooth and very efficient ಟಿಕೆಟಿಂಗ್ ಪ್ರಕ್ರಿಯೆಯು ಸುಗಮ ಮತ್ತು ಅತ್ಯಂತ ಸಮರ್ಥ ಎಂದು ನಾನು ಕಂಡುಕೊಂಡೆ		
I got all the help I wanted from the staff / website ನಾನು ಸಿಬ್ಬಂದಿ / ವೆಬ್‌ಸೈಟ್‌ನಿಂದ ನನಗೆ ಬೇಕಾದ ಎಲ್ಲಾ ಸಹಾಯವನ್ನು ಪಡೆದುಕೊಂಡಿದ್ದೇನೆ		

2: PASSENGER EXPERIENCE IN THE TRAIN

2. ರೈಲಿನಲ್ಲಿ ಪ್ರಯಾಣಿಕನಾಗಿ ಅನುಭವ

1.. Profile of Respondent (Multiple selection permitted)

- ☐ Woman
- ☐ Senior Citizen
- ☐ Student
- ☐ Salaried Professional
- ☐ Businessman / Trader
- ☐ Divyangjan
- ☐ Unemployed
- ☐ Other

1. ಪ್ರತಿಕ್ರಿಯಿಸುವವರ ಪ್ರೊಫೈಲ್ (ಬಹು ಆಯ್ಕೆಯನ್ನು ಅನುಮತಿಸಲಾಗಿದೆ)

- ☐ ಮಹಿಳೆ
- ☐ ಹಿರಿಯ ನಾಗರಿಕ
- ☐ ವಿದ್ಯಾರ್ಥಿ
- ☐ ವೇತನ ಪಡೆಯುವ ವೃತ್ತಿಪರ
- ☐ ಉದ್ಯಮಿ / ವ್ಯಾಪಾರಿ
- ☐ ದಿವ್ಯಾಂಗಜನ
- ☐ ನಿರುದ್ಯೋಗಿ
- ☐ ಇತರೆ

2.. Which Train did you book?

- ☐ Express
- ☐ Mail
- ☐ Intercity
- ☐ Shatabdi
- ☐ Rajdhani
- ☐ Duronto
- ☐ Garib Rath
- ☐ Passenger
- ☐ Holiday Special

2. ನೀವು ಯಾವ ರೈಲನ್ನು ಕಾಯ್ದಿರಿಸಿದ್ದೀರಿ?

- ☐ ಎಕ್ಸ್‌ಪ್ರೆಸ್
- ☐ ಮೇಲ್
- ☐ ಇಂಟರ್‌ಸಿಟಿ
- ☐ ಶತಾಬ್ದಿ
- ☐ ರಾಜಧಾನಿ
- ☐ ಡುರೊಂಟೊ
- ☐ ಗರೀಬ್ ರಥ್
- ☐ ಪ್ಯಾಸೆಂಜರ್
- ☐ ಹಾಲಿಡೇ ಸ್ಪೆಷಲ್

3. What was your experience using the different facilities inside the train?

3. ರೈಲಿನೊಳಗಿನ ವಿವಿಧ ಸೌಲಭ್ಯಗಳನ್ನು ಬಳಸಿದ ನಿಮ್ಮ ಅನುಭವವೇನು?

Lighting ಲೈಟಿಂಗ್						
Compartment (cleanliness) ಕಂಪಾರ್ಟ್‌ಮೆಂಟ್ (ಸ್ವಚ್ಛತೆ)						
Toilets & Wash basin ಶೌಚಾಲಯಗಳು ಮತ್ತು ವಾಶ್ ಬೇಸಿನ್						
Seat / Berth ಸೀಟ್ / ಬರ್ತ್						
Air-conditioner / Fan ಎರ್ ಕಂಡಿಷನರ್ / ಫ್ಯಾನ್						
General Furniture ಸಾಮಾನ್ಯ ಡೀರೋಪಕರಣಗಳು						
Pantry car / Dining car ಪ್ಯಾಂಟ್ರಿ ಕಾರ್ / ಡೈನಿಂಗ್ ಕಾರ್						

4. Did you use any of these services on the train? What was your experience?

4. ನೀವು ಈ ಸೇವೆಗಳಲ್ಲಿ ಯಾವುದನ್ನಾದರೂ ರೈಲಿನಲ್ಲಿ ಬಳಸಿದ್ದೀರಾ? ನಿಮ್ಮ ಅನುಭವ ಏನು?

Changing seat / berth ಸೀಟ್ / ಬರ್ತ್ ಬದಲಾಯಿಸುವುದು						
WiFi ವೈಫೈ						
Catering ಅಡುಗೆ						
Bed roll ಬೆಡ್ ರೋಲ್						
Filing a complaint and getting an action ದೂರು ದಾಖಲಿಸಿ ಕ್ರಮ ಕೈಗೊಳ್ಳುವುದು						

5. Did you interact with any Indian Railway staff? How did they behave with you?

5. ನೀವು ಯಾವುದೇ ಭಾರತೀಯ ರೇಲ್ವೇ ಸಿಬ್ಬಂದಿಯೊಂದಿಗೆ ಮಾತುಕತೆ ನಡೆಸಿದ್ದೀರಾ? ಅವರು ನಿಮ್ಮೊಂದಿಗೆ ಹೇಗೆ ವರ್ತಿಸಿದರು?

	Helpful, solved my Problems ಅನುಕೂಲ ವಾಯಿತು, ನನ್ನ ಸಮಸ್ಯೆ ಪರಿಹಾರವಾ ಯಿತು	Polite and Professional ಸಭ್ಯ ಮತ್ತು ವೃತ್ತಿಪರ	Diverted the issue to someone else ಸಮಸ್ಯೆಯನ್ನು ಬೇರೊಬ್ಬರಿಗೆ ತಿರುಗಿಸಲಾಯಿ ತು	Rude and bad Behavior ಅಸಭ್ಯ ಮತ್ತು ಕೆಟ್ಟ ನಡವಳಿಕೆ	Created trouble for Passengers ಪ್ರಯಾಣಿಕರಿ ಗೆ ತೊಂದರೆಯ ನ್ನು ಸೃಷ್ಟಿಸಿದರು	Didn't interact / Didn't See ಮಾತುಕತೆ ನಡೆಸಲಿಲ್ಲ / ನೋಡಲಿಲ್ಲ
Ticket Examiner ಟಿಕೆಟ್ ಪರೀಕ್ಷಕ						
RPF / Police ಆರ್‌ಪಿಎಫ್ / ಪೊಲೀಸ್						
Compartment Attendant staff (Cleaner, bedroll, etc.) ಕಂಪಾರ್ಟ್ಮೆಂಟ್ ಅಟೆಂಡೆಂಟ್ ಸಿಬ್ಬಂದಿ (ಕ್ಲೀನರ್, ಬೆಡ್‌ರೋಲ್, ಇತ್ಯಾದಿ)						
Catering / Pantry car staff ಅಡುಗೆ / ಪ್ಯಾಂಟ್ರಿ ಕಾರ್ ಸಿಬ್ಬಂದಿ						
Any other Railways staff ಯಾವುದೇ ಇತರ ರೇಲ್ವೇ ಸಿಬ್ಬಂದಿ						

6..Do this statement describe your experience?

6.. ಈ ಹೇಳಿಕೆಗಳು ನಿಮ್ಮ ಅನುಭವವನ್ನು ವಿವರಿಸುತ್ತವೆಯೇ?

			Not Applicable ಅನ್ವಯವಾಗುವುದಿಲ್ಲ
I was able to board the train and find my seat without any hassle ರೈಲು ಹತ್ತಲು ಮತ್ತು ಯಾವುದೇ ತೊಂದರೆಯಿಲ್ಲದೆ ನನ್ನ ಸೀಟ್ ಅನ್ನು ಹುಡುಕಲು ನನಗೆ ಸಾಧ್ಯವಾಯಿತು			
I could get a seat of my choice ನನ್ನ ಆಯ್ಕೆಯ ಸೀಟು ಸಿಕ್ಕಿತು			
The TTE helped me tremendously ಟಿಟಿಇ ನನಗೆ ಬಹಳ ಸಹಾಯ ಮಾಡಿದರು			
I had a comfortable and clean travel in the train ರೈಲಿನ ನನ್ನ ಪ್ರಯಾಣ ಆರಾಮದಾಯಕ ಮತ್ತು ಸುಂದರವಾಗಿತ್ತು.			
I had a safe and secured time in the train with the RPF staff providing Security ಆರ್ಪಿಎಫ್ ಸಿಬ್ಬಂದಿ ಒದಗಿಸಿದ ಭದ್ರತೆಯಿಂದಾಗಿ ನಾನು ರೈಲಿನಲ್ಲಿ ಸುರಕ್ಷಿತ ಮತ್ತು ನಿಶ್ಚಿಂತೆಯ ಸಮಯವನ್ನು ಕಳೆದೆ.			

3: EXPERIENCE BEFORE BOARDING THE TRAIN

3: ರೈಲು ಹತ್ತುವ ಮೊದಲಿನ ಅನುಭವ

1.. Profile of Respondent (Multiple selection permitted)

- ☐ Woman
- ☐ Senior Citizen
- ☐ Student
- ☐ Salaried Professional
- ☐ Businessman / Trader
- ☐ Divyangjan
- ☐ Unemployed
- ☐ Other

1. ಪ್ರತಿಕ್ರಿಯಿಸುವವರ ಪ್ರೊಫೈಲ್ (ಬಹು ಆಯ್ಕೆಯನ್ನು ಅನುಮತಿಸಲಾಗಿದೆ)

- ☐ ಮಹಿಳೆ
- ☐ ಹಿರಿಯ ನಾಗರಿಕ
- ☐ ವಿದ್ಯಾರ್ಥಿ
- ☐ ವೇತನ ಪಡೆಯುವ ವೃತ್ತಿಪರ
- ☐ ಉದ್ಯಮಿ / ವ್ಯಾಪಾರಿ
- ☐ ದಿವ್ಯಾಂಗಜನ
- ☐ ನಿರುದ್ಯೋಗಿ
- ☐ ಇತರೆ

2.. Which Train did you book?

- ☐ Express
- ☐ Mail
- ☐ Intercity
- ☐ Shatabdi
- ☐ Rajdhani
- ☐ Duronto
- ☐ Garib Rath
- ☐ Passenger
- ☐ Holiday Special

2. ನೀವು ಯಾವ ರೈಲನ್ನು ಕಾಯ್ದಿರಿಸಿದ್ದೀರಿ?

- ☐ ಎಕ್ಸ್‌ಪ್ರೆಸ್
- ☐ ಮೇಲ್
- ☐ ಇಂಟರ್‌ಸಿಟಿ
- ☐ ಶತಾಬ್ದಿ
- ☐ ರಾಜಧಾನಿ
- ☐ ಡುರೊಂಟೊ
- ☐ ಗರೀಬ್ ರಥ್
- ☐ ಪ್ಯಾಸೆಂಜರ್
- ☐ ಹಾಲಿಡೇ ಸ್ಪೆಷಲ್

3. Did you use any of these facilities at the railway station? What was your experience?

3. ನೀವು ರೇಲ್ವೇ ನಿಲ್ದಾಣದಲ್ಲಿ ಈ ಸೌಲಭ್ಯಗಳಲ್ಲಿ ಯಾವುದನ್ನಾದರೂ ಬಳಸಿದ್ದೀರಾ? ನಿಮ್ಮ ಅನುಭವ ಏನು?

Drinking Water ಕುಡಿಯುವ ನೀರು						
Foot Over Bridge ಫುಟ್ ಓವರ್ ಬ್ರಿಡ್ಜ್						
Waiting Room / Dormitory ನಿರೀಕ್ಷಣಾ ಕೊಠಡಿ / ವಸತಿ ನಿಲಯ						
Food & Refreshments ಆಹಾರ ಮತ್ತು ಉಪಹಾರಗಳು						
Toilets ಶೌಚಾಲಯಗಳು						
WiFi ವೈಫೈ						
ATM ಎಟಿಎಂ						
Direction signboards / digital displays ಮಾರ್ಗದ ಸೈನ್‌ಬೋರ್ಡ್‌ಗಳು / ಡಿಜಿಟಲ್ ಪ್ರದರ್ಶನಗಳು						
Station Announcements ನಿಲ್ದಾಣದ ಪ್ರಕಟಣೆಗಳು						
Parking Facilities ಪಾರ್ಕಿಂಗ್ ಸೌಲಭ್ಯಗಳು						

4. Did you use any of the services given below? What was your experience?

4. ಕೆಳಗೆ ನೀಡಿರುವ ಯಾವುದೇ ಸೇವೆಗಳನ್ನು ನೀವು ಬಳಸಿದ್ದೀರಾ? ನಿಮ್ಮ ಅನುಭವ ಏನು?

Enquiry Services ವಿಚಾರಣೆ ಸೇವೆಗಳು						
Complaint / Feedback with the Station Master ಸ್ಟೇಷನ್ ಮಾಸ್ಟರ್‌ನೊಂದಿಗೆ ದೂರು / ಪ್ರತಿಕ್ರಿಯೆ						
Luggage Booking ಲಗೇಜ್ ಬುಕಿಂಗ್						
Divyangjan facilities / services ದಿವ್ಯಾಂಗಜನ ಸೌಲಭ್ಯಗಳು/ಸೇವೆಗಳು						
Left Luggage Locker/Cloak Room ಲೆಫ್ಟ್ ಲಗೇಜ್ ಲಾಕರ್/ಕ್ಲೋಕ್ ರೂಮ್						
Medical Services / Emergency ವೈದ್ಯಕೀಯ ಸೇವೆಗಳು / ತುರ್ತು						

5. Did you interact with the following at the Station? What was your experience?

5. ನೀವು ನಿಲ್ದಾಣದಲ್ಲಿ ಈ ಕೆಳಗಿನವರೊಂದಿಗೆ ಮಾತುಕತೆ ನಡೆಸಿದ್ದೀರಾ? ನಿಮ್ಮ ಅನುಭವ ಏನು?

Station Master ಸ್ಟೇಷನ್ ಮಾಸ್ಟರ್						
Enquiry Clerk ವಿಚಾರಣಾ ಗುಮಾಸ್ತ						
Train Examiner ರೈಲು ಪರೀಕ್ಷಕ						
Sahayaks/Porters ಸಹಾಯಕರು/ಪೋರ್ಟರ್‌ಗಳು						
Waiting Room staff ನಿರೀಕ್ಷಣಾ ಕೊಠಡಿ ಸಿಬ್ಬಂದಿ						
Luggage services staff ಲಗೇಜ್ ಸೇವೆಗಳ ಸಿಬ್ಬಂದಿ						
Staff at the shops, restaurants and stalls ಅಂಗಡಿಗಳು, ರೆಸ್ಟೋರೆಂಟ್‌ಗಳು ಮತ್ತು ಸ್ಟಾಲ್‌ಗಳಲ್ಲಿನ ಸಿಬ್ಬಂದಿ						

6..Do this statement describe your experience?

6.. ಈ ಹೇಳಿಕೆಗಳು ನಿಮ್ಮ ಅನುಭವವನ್ನು ವಿವರಿಸುತ್ತವೆಯೇ?

I got all the right information needed for boarding my train ರೈಲು ಹತ್ತಲು ನನಗೆ ಅಗತ್ಯವಿರುವ ಎಲ್ಲಾ ಸರಿಯಾದ ಮಾಹಿತಿಯನ್ನು ನಾನು ಪಡೆದುಕೊಂಡೆ.		
I had a safe and smooth boarding experience ನಾನು ಸುರಕ್ಷಿತ ಮತ್ತು ಸುಗಮ ಬೋರ್ಡಿಂಗ್ ಅನುಭವವನ್ನು ಹೊಂದಿದೆ.		
I was treated professionally and with respect by the Indian Railways staff		

ಭಾರತೀಯ ರೈಲ್ವೇ ಸಿಬ್ಬಂದಿ ನನ್ನನ್ನು ದಕ್ಷವಾಗಿ ಮತ್ತು ಗೌರವದಿಂದ ನಡೆಸಿಕೊಂಡರು		
I felt safe and secured at the railway station ನಾನು ರೈಲ್ವೇ ನಿಲ್ದಾಣದಲ್ಲಿ ಸುರಕ್ಷೆ ಮತ್ತು ನಿಶ್ಚಿಂತೆಯನ್ನು ಅನುಭವಿಸಿದೆ		

4: EXPERIENCE AFTER DE-BOARDING FROM THE TRAIN

4: ರೈಲಿನಿಂದ ಡಿ-ಬೋರ್ಡಿಂಗ್ ಆದ ನಂತರದ ಅನುಭವ

1.. Profile of Respondent (Multiple selection permitted)

- ☐ Woman
- ☐ Senior Citizen
- ☐ Student
- ☐ Salaried Professional
- ☐ Businessman / Trader
- ☐ Divyangjan
- ☐ Unemployed
- ☐ Other

1. ಪ್ರತಿಕ್ರಿಯಿಸುವವರ ಪ್ರೊಫೈಲ್ (ಒಹು ಆಯ್ಕೆಯನ್ನು ಅನುಮತಿಸಲಾಗಿದೆ)

- ☐ ಮಹಿಳೆ
- ☐ ಹಿರಿಯ ನಾಗರಿಕ
- ☐ ವಿದ್ಯಾರ್ಥಿ
- ☐ ವೇತನ ಪಡೆಯುವ ವೃತ್ತಿಪರ
- ☐ ಉದ್ಯಮಿ / ವ್ಯಾಪಾರಿ
- ☐ ದಿವ್ಯಾಂಗಜನ
- ☐ ನಿರುದ್ಯೋಗಿ
- ☐ ಇತರೆ

2.. Which Train did you book?

- ☐ Express
- ☐ Mail
- ☐ Intercity
- ☐ Shatabdi
- ☐ Rajdhani
- ☐ Duronto
- ☐ Garib Rath
- ☐ Passenger
- ☐ Holiday Special

2. ನೀವು ಯಾವ ರೈಲನ್ನು ಕಾಯ್ದಿರಿಸಿದ್ದೀರಿ?

- ☐ ಎಕ್ಸ್‌ಪ್ರೆಸ್
- ☐ ಮೇಲ್
- ☐ ಇಂಟರ್‌ಸಿಟಿ
- ☐ ಶತಾಬ್ದಿ
- ☐ ರಾಜಧಾನಿ
- ☐ ಡುರೊಂಟೊ
- ☐ ಗರೀಬ್ ರಥ್
- ☐ ಪ್ಯಾಸೆಂಜರ್
- ☐ ಹಾಲಿಡೇ ಸ್ಪೆಷಲ್

3..Did you use any of these facilities at the railway station? What was your experience?

3. ನೀವು ರೇಲ್ವೇ ನಿಲ್ದಾಣದಲ್ಲಿ ಈ ಸೌಲಭ್ಯಗಳಲ್ಲಿ ಯಾವುದನ್ನಾದರೂ ಬಳಸಿದ್ದೀರಾ? ನಿಮ್ಮ ಅನುಭವ ಏನು?

Drinking Water ಕುಡಿಯುವ ನೀರು						
Foot Over Bridge ಫುಟ್ ಓವರ್ ಬ್ರಿಡ್ಜ್						
Waiting Room / Dormitory ನಿರೀಕ್ಷಣಾ ಕೊಠಡಿ / ವಸತಿ ನಿಲಯ						
Food & Refreshments ಆಹಾರ ಮತ್ತು ಉಪಹಾರಗಳು						
Toilets ಶೌಚಾಲಯಗಳು						
WiFi ವೈಫೈ						
ATM ಎಟಿಎಂ						
Direction signboards / digital displays ಮಾರ್ಗದ ಸೈನ್‌ಬೋರ್ಡ್‌ಗಳು / ಡಿಜಿಟಲ್ ಪ್ರದರ್ಶನಗಳು						
Station Announcements ನಿಲ್ದಾಣದ ಪ್ರಕಟಣೆಗಳು						
Parking Facilities ಪಾರ್ಕಿಂಗ್ ಸೌಲಭ್ಯಗಳು						

4.. Did you use any of the services given below? What was your experience?

4. ಕೆಳಗೆ ನೀಡಿರುವ ಯಾವುದೇ ಸೇವೆಗಳನ್ನು ನೀವು ಬಳಸಿದ್ದೀರಾ? ನಿಮ್ಮ ಅನುಭವ ಏನು?.

Enquiry Services ವಿಚಾರಣೆ ಸೇವೆಗಳು						
Complaint / Feedback with the Station Master ಸ್ಟೇಷನ್ ಮಾಸ್ಟರ್‌ನೊಂದಿಗೆ ದೂರು / ಪ್ರತಿಕ್ರಿಯೆ						
Luggage Booking ಲಗೇಜ್ ಬುಕಿಂಗ್						
Divyangjan facilities / services ದಿವ್ಯಾಂಗಜನ ಸೌಲಭ್ಯಗಳು/ಸೇವೆಗಳು						
Left Luggage Locker ಲೆಫ್ಟ್ ಲಗೇಜ್ ಲಾಕರ್						
Medical Services / Emergency ವೈದ್ಯಕೀಯ ಸೇವೆಗಳು / ತುರ್ತು						
Taxi / Auto services ಟ್ಯಾಕ್ಸಿ / ಆಟೋ ಸೇವೆಗಳು						

5. Did you interact with the following at the Station? What was your experience?

5. ನೀವು ನಿಲ್ದಾಣದಲ್ಲಿ ಈ ಕೆಳಗಿನವರೊಂದಿಗೆ ಮಾತುಕತೆ ನಡೆಸಿದ್ದೀರಾ? ನಿಮ್ಮ ಅನುಭವ ಏನು?

Station Master ಸ್ಟೇಷನ್ ಮಾಸ್ಟರ್						
Enquiry Clerk ವಿಚಾರಣಾ ಗುಮಾಸ್ತ						
Train Examiner ರೈಲು ಪರೀಕ್ಷಕ						
Sahayaks/Porters ಸಹಾಯಕರು/ಪೋರ್ಟರ್‌ಗಳು						
Waiting Room staff ನಿರೀಕ್ಷಣಾ ಕೊಠಡಿ ಸಿಬ್ಬಂದಿ						
Luggage services staff ಲಗೇಜ್ ಸೇವೆಗಳ ಸಿಬ್ಬಂದಿ						
Staff at the shops, restaurants and stalls ಅಂಗಡಿಗಳು, ರೆಸ್ಟೋರೆಂಟ್‌ಗಳು ಮತ್ತು ಸ್ಟಾಲ್‌ಗಳಲ್ಲಿನ ಸಿಬ್ಬಂದಿ						

6.. Do this statement describe your experience?

6.. ಈ ಹೇಳಿಕೆಗಳು ನಿಮ್ಮ ಅನುಭವವನ್ನು ವಿವರಿಸುತ್ತವೆಯೇ?

I reached my destination station safely ಹೋಗಬೇಕಾದ ಸ್ಥಳ ನಿಲ್ದಾಣವನ್ನು ನಾನು ಸುರಕ್ಷಿತವಾಗಿ ತಲುಪಿದೆ		
I got down from the train smoothly and without any delay ನಾನು ಸರಾಗವಾಗಿ ಮತ್ತು ತಡಮಾಡದೆ ರೈಲಿನಿಂದ ಇಳಿದೆ		
I was able leave the platform and station without any trouble		

ಯಾವುದೇ ತೊಂದರೆಯಿಲ್ಲದೆ ಪ್ಲಾಟ್‌ಫಾರ್ಮ್ ಮತ್ತು ನಿಲ್ದಾಣವನ್ನು ಬಿಡಲು ನನಗೆ ಸಾಧ್ಯವಾಯಿತು		
I found my preferred transport from the station to my home / hotel / office ನಿಲ್ದಾಣದಿಂದ ನನ್ನ ಮನೆ/ಹೋಟೆಲ್/ಕಚೇರಿಗೆ ನನ್ನ ಆದ್ಯತೆಯ ಸಾರಿಗೆಯನ್ನು ನಾನು ಪಡೆದೆ.		

5: GOODS SERVICES

5: ಸರಕು ಸೇವೆಗಳು

1. Name of the Goods shed / Freight Terminal where you are a regular customer.

Your Answer –

1. ನೀವು ನಿಯಮಿತ ಗ್ರಾಹಕರಾಗಿರುವ ಗೂಡ್ಸ್ ಶೆಡ್ / ಸರಕು ಸಾಗಣೆ ಟರ್ಮಿನಲ್‌ನ ಹೆಸರು.

ನಿಮ್ಮ ಉತ್ತರ -

2. Profile (to be filled by the survey taker)

- ☐ Consignor
- ☐ Consignee
- ☐ Endorsee
- ☐ Handling Agent
- ☐ Trucker

2. ಪ್ರೊಫೈಲ್ (ಸಮೀಕ್ಷೆ ತೆಗೆದುಕೊಳ್ಳುವವರು ತುಂಬಬೇಕು)

- ☐ ರವಾನೆದಾರ
- ☐ ರವಾನೆದಾರ
- ☐ ಅನುಮೋದಕ
- ☐ ನಿರ್ವಹಣಾ ಪ್ರತಿನಿಧಿ
- ☐ ಟ್ರಕ್ಟರ್

3. What was your experience at the time of booking, billing and monitoring of your freight?

3. ನಿಮ್ಮ ಸರಕು ಸಾಗಣೆಯ ಬುಕಿಂಗ್, ಬಿಲ್ಲಿಂಗ್ ಮತ್ತು ಮೇಲ್ವಿಚಾರಣೆಯ ಸಮಯದಲ್ಲಿ ನಿಮ್ಮ ಅನುಭವವೇನು?

Clear information on rates, discounts, rebates, etc. ದರಗಳು, ಕಡಿತಗಳು, ರಿಯಾಯಿತಿಗಳ ಬಗ್ಗೆ ಸ್ಪಷ್ಟ ಮಾಹಿತಿ						
Smooth Online booking system ಸುಗಮ ಆನ್‌ಲೈನ್ ಬುಕಿಂಗ್ ವ್ಯವಸ್ಥೆ						
Error free Payment system ದೋಷ ಮುಕ್ತ ಪಾವತಿ ವ್ಯವಸ್ಥೆ						
Delivery of Railway Receipt & other important documents ರೇಲ್ವೇ ರಸೀದಿ ಮತ್ತು ಇತರೆ ಪ್ರಮುಖ ದಾಖಲೆಗಳ ವಿತರಣೆ						

Correct, accurate billing ಸರಿಯಾದ, ನಿಖರವಾದ ಬಿಲ್ಲಿಂಗ್						
Online monitoring & tracking system ಆನ್‌ಲೈನ್ ಮಾನಿಟರಿಂಗ್ ಮತ್ತು ಟ್ರ್ಯಾಕಿಂಗ್ ವ್ಯವಸ್ಥೆ						

4. What is your experience at the time of loading/unloading of your freight?

4. ನಿಮ್ಮ ಸರಕುಗಳನ್ನು ಲೋಡ್ ಮಾಡುವ/ಇಳಿಸುವ ಸಮಯದಲ್ಲಿ ನಿಮ್ಮ ಅನುಭವವೇನು?

Information about arrival / departure of rakes ರೇಕ್‌ಗಳ ಆಗಮನ / ನಿರ್ಗಮನದ ಬಗ್ಗೆ ಮಾಹಿತಿ						
Access to goods terminal for trucks / other Vehicles ಸರಕುಗಳ ಟರ್ಮಿನಲ್‌ಗೆ ಟ್ರಕ್‌ಗಳಿಗೆ/ಇತರ ವಾಹನಗಳಿಗೆ ಪ್ರವೇಶ						
Safe hygienic working conditions for labourers / Loaders ಕಾರ್ಮಿಕರಿಗೆ / ಲೋಡರ್‌ಗಳಿಗೆ ಸುರಕ್ಷಿತ ನಿರ್ಮಲ ಕಾರ್ಯ ಪರಿಸ್ಥಿತಿ						
Help from Railways staff in case of any difficulty / Issue ಯಾವುದೇ ತೊಂದರೆಯ / ಸಮಸ್ಯೆಯ ಸಂದರ್ಭದಲ್ಲಿ ರೇಲ್ವೇ ಸಿಬ್ಬಂದಿಯಿಂದ ಸಹಾಯ						
Correct billing of demurrage / wharfage ಡೆಮರೇಜ್ / ವಾರ್ಫೇಜ್‌ನ ಸರಿಯಾದ ಬಿಲ್ಲಿಂಗ್						
Overall ambience lighting & security in the area ಪ್ರದೇಶದಲ್ಲಿ ಒಟ್ಟಾರೆ ವಾತಾವರಣದ ಬೆಳಕು ಮತ್ತು ಭದ್ರತೆ						

5. Which Railway staff did you interact with? What was your experience with them?

5. ನೀವು ಯಾವ ರೇಲ್ವೇ ಸಿಬ್ಬಂದಿಯೊಂದಿಗೆ ಮಾತುಕತೆ ನಡೆಸಿದ್ದೀರಿ? ಅವರೊಂದಿಗೆ ನಿಮ್ಮ ಅನುಭವವೇನು?

Commercial staff at the Goodshed/ Terminal ಗೂಡ್ಸ್ ಶೆಡ್/ಟರ್ಮಿನಲ್‌ನಲ್ಲಿರುವ ವಾಣಿಜ್ಯ ಸಿಬ್ಬಂದಿ					
Staff at the Station (Eg., SM) ನಿಲ್ದಾಣದಲ್ಲಿನ ಸಿಬ್ಬಂದಿ (ಉದಾ: ಎಸ್‌ಎಂ)					
Senior Railways officers ಹಿರಿಯ ರೈಲ್ವೇ ಅಧಿಕಾರಿಗಳು					

6. Overall, how you would rate the Indian Railways staff?

6. ಒಟ್ಟಾರೆಯಾಗಿ, ಭಾರತೀಯ ರೇಲ್ವೇ ಸಿಬ್ಬಂದಿಯನ್ನು ನೀವು ಹೇಗೆ ರೇಟ್ ಮಾಡುತ್ತೀರಿ?

	High ಉತ್ತಮ	Medium ಸಾಧಾರಣ	Low ಕಡಿಮೆ
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Polite and Courteous ಸಭ್ಯ ಮತ್ತು ವಿನಯಶೀಲ			
Professional & Efficient ವೃತ್ತಿಪರ ಮತ್ತು ದಕ್ಷ			
Helpful ಸಹಾಯಕವಾಗಿದೆ			
Solves my problem ನನ್ನ ಸಮಸ್ಯೆಯನ್ನು ಪರಿಹರಿಸುತ್ತಾರೆ			

7. Did you face any of these issues while managing your operations?

7. ನಿಮ್ಮ ಕಾರ್ಯಾಚರಣೆಗಳನ್ನು ನಿರ್ವಹಿಸುವಾಗ ನೀವು ಈ ಸಮಸ್ಯೆಗಳನ್ನು ಎದುರಿಸಿದ್ದೀರಾ?

Staff asked for gratification ಲಂಚ ಕೇಳಿದ ಸಿಬ್ಬಂದಿ		
Staff had middle men / touts involved ಸಿಬ್ಬಂದಿಯು ಮಧ್ಯವರ್ತಿ ಮತ್ತು ದಳ್ಳಾಳಿಗಳನ್ನು ಹೊಂದಿದ್ದರು		
Theft and pilferage was high ಕಳ್ಳತನ ಮತ್ತು ಎಗರಿಸುವುದು ಹೆಚ್ಚಾಗಿತ್ತು		

6: PARCEL SERVICES

6: ಪಾರ್ಸೆಲ್ ಸೇವೆಗಳು

1. Name of the station / parcel office recently visited.

1. ಇತ್ತೀಚೆಗೆ ಭೇಟಿ ನೀಡಿದ ನಿಲ್ದಾಣ/ ಪಾರ್ಸೆಲ್ ಕಚೇರಿಯ ಹೆಸರು.

2.Profile of Respondent (Multiple selection permitted)

- ☐ Woman
- ☐ Senior Citizen
- ☐ Student
- ☐ Salaried Professional
- ☐ Businessman / Trader
- ☐ Divyangjan
- ☐ Other

2. ಪ್ರತಿಕ್ರಿಯಿಸುವವರ ಪ್ರೊಫೈಲ್ (ಬಹು ಆಯ್ಕೆಯನ್ನು ಅನುಮತಿಸಲಾಗಿದೆ)

- ☐ ಮಹಿಳೆ
- ☐ ಹಿರಿಯ ನಾಗರಿಕ
- ☐ ವಿದ್ಯಾರ್ಥಿ
- ☐ ವೇತನ ಪಡೆಯುವ ವೃತ್ತಿಪರ
- ☐ ಉದ್ಯಮಿ / ವ್ಯಾಪಾರಿ
- ☐ ದಿವ್ಯಾಂಗಜನ
- ☐ ಇತರೆ

3. Type of parcel booked

- ☐ Personal luggage e.g. bike, furniture, appliance, etc. (for shifting)
- ☐ Business / Trade-products for the market
- ☐ Courier consignment - packages of customers
- ☐ Special consignment - for some event or occasion

3. ಬುಕ್ ಮಾಡಲಾದ ಪಾರ್ಸೆಲ್ ವಿಧ

- ☐ ವೈಯಕ್ತಿಕ ಸಾಮಾನು ಉದಾ. ಬೈಕು, ಪೀಠೋಪಕರಣಗಳು, ಉಪಕರಣಗಳು, ಇತ್ಯಾದಿ (ಸ್ಥಳಾಂತರಗೊಳಿಸಲು)
- ☐ ಮಾರುಕಟ್ಟೆಗಾಗಿ ವ್ಯವಹಾರ / ವ್ಯಾಪಾರ-ಉತ್ಪನ್ನಗಳು

- ಕೊರಿಯರ್ ರವಾನೆ - ಗ್ರಾಹಕರ ಪ್ಯಾಕೇಜುಗಳು
- ವಿಶೇಷ ರವಾನೆ - ಕೆಲವು ಘಟನೆ ಅಥವಾ ಸಂದರ್ಭಕ್ಕಾಗಿ

4. What was your experience while booking your parcel / luggage?

4. ನಿಮ್ಮ ಪಾರ್ಸೆಲ್ / ಲಗೇಜ್ ಅನ್ನು ಬುಕ್ ಮಾಡುವಾಗ ನಿಮ್ಮ ಅನುಭವ ಏನು?

Efficient, smooth process ದಕ್ಷ, ಸುಗಮ ಪ್ರಕ್ರಿಯೆ					
Clean, hygienic booking office ಸ್ವಚ್ಛ, ನಿರ್ಮಲ ಬುಕಿಂಗ್ ಕಛೇರಿ					
Safe and secured environment ಸುರಕ್ಷಿತ ಮತ್ತು ನಿಶ್ಚಿಂತೆಯ ಪರಿಸರ					
Correct information about rates, trains, etc. ದರಗಳು, ರೈಲುಗಳು ಇತ್ಯಾದಿಗಳ ಬಗ್ಗೆ ಸರಿಯಾದ ಮಾಹಿತಿ					
Correct prices and billing ಸರಿಯಾದ ಬೆಲೆಗಳು ಮತ್ತು ಬಿಲ್ಲಿಂಗ್					
Error free payments ದೋಷರಹಿತ ಪಾವತಿಗಳು					

5. What was your experience while loading / unloading your parcel?

5. ನಿಮ್ಮ ಪಾರ್ಸೆಲ್ ಅನ್ನು ಲೋಡ್ ಮಾಡುವಾಗ / ಇಳಿಸುವಾಗ ನಿಮ್ಮ ಅನುಭವ ಏನು?

Information about arrival / departure of parcel ಪಾರ್ಸೆಲ್‌ನ ಆಗಮನ / ನಿರ್ಗಮನದ ಬಗ್ಗೆ ಮಾಹಿತಿ						
Time available to load / unload ಲೋಡ್ ಮಾಡಲು / ಇಳಿಸಲು ಲಭ್ಯವಿರುವ ಸಮಯ						
Help in case of over carriage ಓವರ್ ಕ್ಯಾರಿಯೇಜ್ ಸಂದರ್ಭದಲ್ಲಿ ಸಹಾಯ						
Availability of help in the form of laborers / loaders ಕಾರ್ಮಿಕರು/ಲೋಡರ್‌ಗಳ ರೂಪದಲ್ಲಿ ಸಹಾಯದ ಲಭ್ಯತೆ						
Security ಭದ್ರತೆ						
Compensation in case of damages ಹಾನಿಯ ಸಂದರ್ಭದಲ್ಲಿ ಪರಿಹಾರ						

6. With whom did you interact with? What was your experience with them?

6. ನೀವು ಯಾರೊಂದಿಗೆ ಮಾತುಕತೆ ನಡೆಸಿದ್ದೀರಿ? ಅವರೊಂದಿಗೆ ನಿಮ್ಮ ಅನುಭವವೇನು?

Parcel booking staff ಪಾರ್ಸೆಲ್ ಬುಕಿಂಗ್ ಸಿಬ್ಬಂದಿ						
Parcel Helpers (Packers, loaders, etc.) ಪಾರ್ಸೆಲ್ ಸಹಾಯಕರು (ಪ್ಯಾಕರ್‌ಗಳು, ಲೋಡರ್‌ಗಳು, ಇತ್ಯಾದಿ)						
Outsourced staff ಹೊರಗುತ್ತಿಗೆ ಸಿಬ್ಬಂದಿ						
Parcel Supervisor / Senior Officers ಪಾರ್ಸೆಲ್ ಮೇಲ್ವಿಚಾರಕರು / ಹಿರಿಯ ಅಧಿಕಾರಿಗಳು						

Questionnaire - Odia

QUESTIONNAIRE 1: TICKET BOOKING EXPERIENCE

ପ୍ରଶ୍ନ 1: ଟିକେଟ୍ ବୁକିଂ ର ଅଭିଜ୍ଞତା

1. Profile of Respondent (Multiple selection permitted)

- ☐ Woman
- ☐ Senior Citizen
- ☐ Student
- ☐ Salaried Professional
- ☐ Businessman / Trader
- ☐ Divyangjan
- ☐ Unemployed
- ☐ Other

1. ଉତ୍ତରଦାତାଙ୍କର ପ୍ରୋଫାଇଲ୍ (ଏକାଧିକ ଚୟନ ପାଇଁ ଅନୁମତି ଅଛି)

- ☐ ମହିଳା
- ☐ ବରିଷ୍ଠ ନାଗରିକ
- ☐ ଛାତ୍ର
- ☐ ବେତନଭୋଗୀ କର୍ମଚାରୀ
- ☐ ବ୍ୟବସାୟୀ / ବ୍ୟାପାରୀ
- ☐ ବିକଳାଙ୍ଗ
- ☐ ବେକାର
- ☐ ଅନ୍ୟାନ୍ୟ

2. Which Train did you book?

- ☐ Express
- ☐ Mail
- ☐ Intercity
- ☐ Shatabdi
- ☐ Rajdhani
- ☐ Duronto
- ☐ Garib Rath
- ☐ Passenger
- ☐ Holiday Special

2. ଆପଣ କେଉଁ ଟ୍ରେନ୍ ରେ ବୁକ୍ କରିଛନ୍ତି?

- ☐ ଏକ୍ସପ୍ରେସ୍
- ☐ ମେଲ୍
- ☐ ଇଣ୍ଟରସିଟି
- ☐ ଶତାବ୍ଦୀ
- ☐ ରାଜଧାନୀ
- ☐ ଦୂରଢ଼ୋ
- ☐ ଗରିବ ରଥ
- ☐ ପ୍ୟାସେଞ୍ଜର
- ☐ ହଲିଡେ ସ୍ପେଶାଲ୍

3. If you booked the tickets online, what was your experience with the different aspects of ticket booking?

	Excellent	Good	Average	Poor	Very Poor
Searching for trains					
Trains availability enquiry					
Booking the tickets					
Payments					
Making any complaints & getting a Response					

3.. ଯଦି ଆପଣ ଅନଲାଇନ୍ ରେ ଟିକେଟ୍ ବୁକ୍ କରିଛନ୍ତି, ତେବେ ଟିକେଟ୍ ବୁକିଂର ବିଭିନ୍ନ ଦିଗଗୁଡ଼ିକ ବିଷୟରେ ଆପଣଙ୍କର ଅଭିଜ୍ଞତା କ'ଣ ଥିଲା?

	ବହୁତ ଭଲ	ଭଲ	ଚଳନୀୟ	ଖରାପ	ବହୁତ ଖରାପ
ଟ୍ରେନ୍ ଖୋଜିବା					
ଟ୍ରେନ୍ ଉପଲବ୍ଧତା ଅନୁଷ୍ଠାନ					
ଟିକେଟ୍ ବୁକିଂ					
ଦେୟ					
କୌଣସି ଅଭିଯୋଗ କରିବା ଏବଂ ପ୍ରତିକ୍ରିୟା ପାଇବା					

4. If you booked the tickets at the booking counter, how would you rate the quality of your interaction and service provided by the Indian Railways staff at the counter?

	Excellent	Good	Average	Poor	Very Poor	Did not use
Polite and courteous						
Professional						
Helpful						
Solved my queries / problems						

4.. ଯଦି ଆପଣ ବୁକିଂ କାଉଣ୍ଟରରେ ଟିକେଟ୍ ବୁକ୍ କରିଛନ୍ତି, ତେବେ ଆପଣଙ୍କୁ କାଉଣ୍ଟରରେ ଭାରତୀୟ ରେଳ କର୍ମଚାରୀଙ୍କ ଦ୍ଵାରା ପ୍ରଦାନ କରାଯାଇଥିବା ପାରସ୍ପରିକ କଥାବାତ୍ତା ଏବଂ ସେବାର ଗୁଣବତ୍ତା କିପରି ମୂଲ୍ୟାଙ୍କନ କରିବେ?

	ବହୁତ ଭଲ	ଭଲ	ଚଳନୀୟ	ଖରାପ	ବହୁତ ଖରାପ	ବ୍ୟବହାର କରିନାହାଁନ୍ତି
ଭଦ୍ର ଏବଂ ନମ୍ର						
ବୃତ୍ତିଗତ						
ସାହାଯ୍ୟକାରୀ						
ମୋର ପ୍ରଶ୍ନ / ସମସ୍ୟାର ସମାଧାନ						

5. Did you find the right and useful information from the different reservation enquiry and information services at the station / reservation counter?

	Excellent	Good	Average	Poor	Very Poor	Didn't see/ Didn't use
Clear, complete information						
Clean, hygienic booking office						
Well maintained working systems						
Sense of security and safe environment						

5. ଷ୍ଟେସନ / ଆରକ୍ଷଣ କାଉଣ୍ଟରରେ ବିଭିନ୍ନ ଆରକ୍ଷଣ ଅନୁକ୍ଷେପ ଏବଂ ସୂଚନା ସେବା ଠାରୁ ଆପଣ ସଠିକ୍ ଏବଂ ଉପଯୋଗୀ ସୂଚନା ପାଇଛନ୍ତି କି?

	ବହୁତ ଭଲ	ଭଲ	ଚଳନୀୟ	ଖରାପ	ବହୁତ ଖରାପ	ଦେଖିନାହାଁନ୍ତି/ ବ୍ୟବହାର କରିନାହାଁନ୍ତି
ସ୍ପଷ୍ଟ, ସଂପୂର୍ଣ୍ଣ ସୂଚନା						
ପରିଷ୍କାର, ସ୍ଵଚ୍ଛ ବୁକିଂ ଅଫିସ୍						
ଭଲ ଭାବରେ ବଜାୟ ରଖାଯାଇଥିବା କାର୍ଯ୍ୟ ପ୍ରଣାଳୀ						
ସୁରକ୍ଷା ଏବଂ ନିରାପଦ ବାତାବରଣର ଭାବନା						

6. Do these statements reflect your experience of ticket booking?

	Yes	No
I got the ticket of my choice without any hassle		
I did not have to spend too much time while booking the tickets		
I found the ticketing process smooth and very efficient		
I got all the help I wanted from the staff / website		

6. କଣ ଏହି ବିବରଣୀଗୁଡ଼ିକ ଆପଣଙ୍କର ଟିକେଟ୍ ବୁକିଂର ଅଭିଜ୍ଞତାକୁ ପ୍ରତିଫଳିତ କରେ କି?

	ହଁ	ନା
ବିନା କୌଣସି ଅସୁବିଧାରେ ମୁଁ ମୋ ପସନ୍ଦର ଟିକେଟ୍ ପାଇଲି।		
ଟିକେଟ୍ ବୁକ୍ କରିବା ସମୟରେ ମୋତେ ଅଧିକ ସମୟ ବିଚାରିବାକୁ ପଡିଲା ନାହିଁ।		
ମୁଁ ଟିକେଟ୍ କରିବା ପ୍ରକ୍ରିୟା ସୁଗମ ଏବଂ ବହୁତ ଦକ୍ଷ ବୋଲି ପାଇଲି।		
ମୁଁ କର୍ମଚାରୀ / ଉପକ୍ରମରୁ ଚାହୁଁଥିବା ସମସ୍ତ ସାହାଯ୍ୟ ପାଇଲି।		

2: PASSENGER EXPERIENCE IN THE TRAIN

2. ଟ୍ରେନ୍ ଯାତ୍ରୀଙ୍କ ଅଭିଜ୍ଞତା

1.. Profile of Respondent (Multiple selection permitted)

- ☐ Woman
- ☐ Senior Citizen
- ☐ Student
- ☐ Salaried Professional
- ☐ Businessman / Trader
- ☐ Divyangjan
- ☐ Unemployed
- ☐ Other

1. ଉତ୍ତରବାଚାଙ୍କର ପ୍ରୋଫାଇଲ୍ (ଏକାଧିକ ଚୟନ ପାଇଁ ଅନୁମତି ଅଛି)

- ☐ ମହିଳା
- ☐ ବରିଷ୍ଠ ନାଗରିକ
- ☐ ଛାତ୍ର
- ☐ ବେତନଭୋଗୀ କର୍ମଚାରୀ
- ☐ ବ୍ୟବସାୟୀ / ବ୍ୟାପାରୀ
- ☐ ଦିକଳାଙ୍ଗ
- ☐ ବେକାର
- ☐ ଅନ୍ୟାନ୍ୟ

2.. Which Train did you book?

- ☐ Express
- ☐ Mail
- ☐ Intercity
- ☐ Shatabdi
- ☐ Rajdhani
- ☐ Duronto
- ☐ Garib Rath
- ☐ Passenger
- ☐ Holiday Special

2. ଆପଣ କେଉଁ ଟ୍ରେନ୍ ରେ ଟୁକ୍ କରିଛନ୍ତି?

- o ଏକ୍ସପ୍ରେସ
- o ମେଲ୍
- o ଇଣ୍ଟରସିଟି
- o ଶିତାବୀ
- o ରାଜଧାନୀ
- o ଦୁରନ୍ତୋ
- o ଗରିବ ରଥ
- o ପ୍ୟାସେଞ୍ଜର
- o ହଲିଡେ ସ୍ପେଶାଲ୍

3. What was your experience using the different facilities inside the train?

3.. ଟ୍ରେନ୍ ଭିତରେ ଥିବା ବିଭିନ୍ନ ସୁବିଧା ବ୍ୟବହାର କରିବାରେ ଆପଣଙ୍କର ଅଭିଜ୍ଞତା କ'ଣ ଥିଲା?

	Excellent	Good	Average	Poor	Very Poor	Didn't see/ Didn't use
Lighting						
Compartment (cleanliness)						
Toilets & Wash basin						
Seat / Berth						
Air-conditioner / Fan						
General Furniture						
Pantry car / Dining car						

	ବହୁତ ଭଲ	ଭଲ	ଚଳନୀୟ	ଖରାପ	ବହୁତ ଖରାପ	ଦେଖିନାହାନ୍ତି / ବ୍ୟବହାର କରିନାହାନ୍ତି
ଆଲୋକ						
କମ୍ପାର୍ଟମେଣ୍ଟ (ପରିଷ୍କାର ପରିଚ୍ଛନ୍ନତା)						
ଶୌଚାଳୟ ଏବଂ ହାତ ଧୋଇବା ବେସିନ୍						
ସିଟ୍ / ବର୍ଥ						
ଏୟାର-କଣ୍ଡିସନର / ଫ୍ୟାନ୍						
ସାଧାରଣ ଆସବାବପତ୍ର						
ପ୍ୟାଣ୍ଟ୍ରି କାର୍ / ଡାଇନିଂ କାର୍						

4. Did you use any of these services on the train? What was your experience?

	Excellent	Good	Average	Poor	Very Poor	Didn't see/ Didn't use
Changing seat / berth						
WiFi						
Catering						
Bed roll						
Filing a complaint and getting an action						

4. କଣ ଆପଣ ଟ୍ରେନ୍‌ରେ ନିମ୍ନ ମଧ୍ୟରୁ କୌଣସି ସେବା ବ୍ୟବହାର କରିଛନ୍ତି କି? ଆପଣଙ୍କର ଅଭିଜ୍ଞତା କ'ଣ ଥିଲା?

	ବହୁତ ଭଲ	ଭଲ	ଚଳନାୟ	ଖରାପ	ବହୁତ ଖରାପ	ଦେଖିନାହାନ୍ତି/ ବ୍ୟବହାର କରିନାହାନ୍ତି
ସିଟ୍ / ବର୍ଥ ପରିବର୍ତ୍ତନ						
ଖାଇଫାଇ						
ଖାଦ୍ୟ ସେବା						
ବେଡ୍ ରୋଲ୍						
ଅଭିଯୋଗ ଦାଖଲ କରିବା ଏବଂ କାର୍ଯ୍ୟାନୁଷ୍ଠାନ ଗ୍ରହଣ କରିବା						

5. Did you interact with any Indian Railway staff? How did they behave with you?

ଆପଣ କୌଣସି ଭାରତୀୟ ରେଳ କର୍ମଚାରୀଙ୍କ ସହିତ ଯୋଗାଯୋଗ କରିଛନ୍ତି କି? ସେମାନେ ଆପଣଙ୍କ ସହିତ କିପରି ବ୍ୟବହାର କଲେ?

	Helpful, solved my problems	Polite and Professional	Diverted the issue to someone else	Rude and bad behavior	Created trouble for passengers	Didn't interact / Didn't see
Ticket Examiner						
RPF / Police						
Compartment Attendant staff (Cleaner, bedroll, etc.)						
Catering / Pantry car staff						
Any other Railways staff						

	ସାହାଯ୍ୟକା ରୀ, ମୋର ସମସ୍ୟାର ସମାଧାନ ହୋଇଗଲା	ଭଦ୍ର ଏବଂ ପ୍ରେମେସନାଲ୍	ସମସ୍ୟାକୁ ଅନ୍ୟ ଜଣଙ୍କୁ ଦେଇଦେଲେ	ଅଭଦ୍ର ଏବଂ ଖରାପ ବ୍ୟବହାର	ଯାତ୍ରୀମାନଙ୍କ ପାଇଁ ଅସୁବିଧା ସୃଷ୍ଟି କଲେ	ଯୋଗାଯୋ ଗ କରିନାହାନ୍ତି / ଦେଖି ନାହାନ୍ତି
ଟିକେଟ୍ ପରୀକ୍ଷକ						
ଆରପିଏସ୍ / ପୋଲିସ୍						
କମ୍ପାର୍ଟମେଣ୍ଟର ଆଟେଣ୍ଡାଣ୍ଟ କର୍ମଚାରୀ (କ୍ଲିନର୍, ବେଡ୍‌ରୋଲ୍ ଇତ୍ୟାଦି)						
କ୍ୟାଟରିଂ / ପ୍ୟାନ୍‌ଟ୍ରି କାର୍ କର୍ମଚାରୀ						
ଅନ୍ୟ କୌଣସି ରେଳ କର୍ମଚାରୀ						

6. Do these statements reflect your experience of ticket booking?

	Yes	No	Not applicable

I was able to board the train and find my seat without any hassle			
I could get a seat of my choice			
The TTE helped me tremendously			
I had a comfortable and clean travel in the train			
I had a safe and secured time in the train with the RPF staff providing security			

6. କଣ ଏହି ବିବରଣୀଗୁଡ଼ିକ ଆପଣଙ୍କର ଟିକେଟ୍ ବୁକିଂର ଅଭିଜ୍ଞତାକୁ ପ୍ରତିଫଳିତ କରେ କି?

	ହଁ	ନା	ପ୍ରମୁଖ୍ୟ ବୁହେଁ
ମୁଁ ଟ୍ରେନ୍ ରେ ଚଢ଼ି ବିନା କୌଣସି ଅସୁବିଧାରୁ ମୋ ସିଟ୍ ଖୋଜି ପାରିଲି।			
ମୋତେ ମୋ ପସନ୍ଦ ଅନୁସାରେ ଗୋଟିଏ ସିଟ୍ ମିଳିପାରିବ।			
ଟିଟିଲ ମୋତେ ବହୁତ ସାହାଯ୍ୟ କରିଲେ।			
ଟ୍ରେନ୍ ରେ ମୋର ଯାତ୍ରା ଆରାମଦାୟକ ଏବଂ ପରିଷ୍କାର ଥିଲା।			
ସୁରକ୍ଷା ଯୋଗାଉଥିବା ଆରପିଏସ୍ କର୍ମଚାରୀଙ୍କ ସହିତ ମୋର ଟ୍ରେନ୍‌ରେ ବିତାଇଥିବା ସମୟ ସୁରକ୍ଷିତ ଏବଂ ନିରାପଦ ଥିଲା।			

3: EXPERIENCE BEFORE BOARDING THE TRAIN

3:ଟ୍ରେନ୍ ଚଢ଼ିବା ପୂର୍ବରୁ ଅଭିଜ୍ଞତା

1.. Profile of Respondent (Multiple selection permitted)

- ☐ Woman
- ☐ Senior Citizen
- ☐ Student
- ☐ Salaried Professional
- ☐ Businessman / Trader
- ☐ Divyangjan
- ☐ Unemployed
- ☐ Other

1. ଉତ୍ତରବାଚାଙ୍କର ପ୍ରୋଫାଇଲ୍ (ଏକାଧିକ ଚୟନ ପାଇଁ ଅନୁମତି ଅଛି)

- ☐ ମହିଳା
- ☐ ବରିଷ୍ଠ ନାଗରିକ
- ☐ ଛାତ୍ର
- ☐ ବେତନଭୋଗୀ କର୍ମଚାରୀ
- ☐ ବ୍ୟବସାୟୀ / ବ୍ୟାପାରୀ
- ☐ ବିକଳାଙ୍ଗ
- ☐ ବେକାର
- ☐ ଅନ୍ୟାନ୍ୟ

2. Which Train did you book?

- ☐ Express
- ☐ Mail
- ☐ Intercity
- ☐ Shatabdi
- ☐ Rajdhani
- ☐ Durgam
- ☐ Garib Rath
- ☐ Passenger
- ☐ Holiday Special

2. ଆପଣ କେଉଁ ଟ୍ରେନ୍ ରେ ବୁକ୍ କରିଛନ୍ତି?

- ☐ ଏକ୍ସପ୍ରେସ୍
- ☐ ମେଲ୍

- o ଇଣ୍ଟରସିଟି
- o ଶତାବ୍ଦୀ
- o ରାଜଧାନୀ
- o ଦୂରକ୍ରୋ
- o ଗରିବ ରଥ
- o ପ୍ୟାସେଞ୍ଜର
- o ହଲିଡେ ସ୍ପେଶାଲ୍

3. Did you use any of these facilities at the railway station? What was your experience?

	Excellent	Good	Average	Poor	Very Poor	Didn't see/ Didn't use
Drinking Water						
Foot Over Bridge						
Waiting Room / Dormitory						
Food & Refreshments						
Toilets						
WiFi						
ATM						
Direction signboards / digital displays						
Station Announcements						
Parking Facilities						

3. ରେଳ ଷ୍ଟେସନରେ ଆପଣ ନିମ୍ନ ସୁବିଧାଗୁଡ଼ିକ ମଧ୍ୟରୁ କୌଣସିଟି ବ୍ୟବହାର କରିଛନ୍ତି କି? ଆପଣଙ୍କର ଅଭିଜ୍ଞତା କ'ଣ ଥିଲା?

	ବହୁତ ଭଲ	ଭଲ	ଚଳନୀୟ	ଖରାପ	ବହୁତ ଖରାପ	ଦେଖିନାହାନ୍ତି/ ବ୍ୟବହାର କରିନାହାନ୍ତି
ପାନୀୟ ଜଳ						
ଫୁଟ ଓଭର ବ୍ରିଜ୍						
ପ୍ରତୀକ୍ଷାଳୟ / ଶୟନାଗାର						
ଖାଦ୍ୟ ଏବଂ ପାନୀୟ						
ଶୌଚାଳୟ						
ୱାଇଫାଇ						
ଏଟିଏମ୍						
ଦିଶାନିର୍ଦ୍ଦେଶ ସାଇନବୋର୍ଡ / ଡିଜିଟାଲ୍ ଡିସପ୍ଲେ						
ଷ୍ଟେସନ ଘୋଷଣା						
ପାର୍କିଂ ସୁବିଧା						

4. Did you use any of the services given below? What was your experience?

	Excellent	Good	Average	Poor	Very Poor	Didn't see/ Didn't use
Enquiry Services						
Complaint / Feedback with the Station Master						
Luggage Booking						
Divyangjan facilities / services						
Left Luggage Locker/Cloak Room						
Medical Services / Emergency						

4. ଆପଣ ନିମ୍ନରେ ଦିଆଯାଇଥିବା କୌଣସି ସେବା ବ୍ୟବହାର କରିଛନ୍ତି କି? ଆପଣଙ୍କର ଅନୁଭୂତି କ'ଣ ଥିଲା?

	ବହୁତ ଭଲ	ଭଲ	ଚଳନୀୟ	ଖରାପ	ବହୁତ ଖରାପ	ଦେଖିନାହାନ୍ତି/ ବ୍ୟବହାର କରିନାହାନ୍ତି
ଅନୁସନ୍ଧେଷ ସେବା						
ଷ୍ଟେସନ ମାଷ୍ଟରଙ୍କ ସହିତ ଅଭିଯୋଗ / ମତାମତ						
ଲଗେଜ୍ ବୁକିଂ						
ବିକଳାଙ୍ଗ ସୁବିଧା / ସେବା						
ଛାଡ଼ିଯାଇଥିବା ଲଗେଜ୍ ଲକର / କ୍ଲକ୍ ରୁମ୍						
ଚିକିତ୍ସା ସେବା / ଜରୁରୀକାଳୀନ ସେବା						

5. Did you interact with the following at the Station? What was your experience?

	Excellent	Good	Average	Poor	Very Poor	Didn't see/ Didn't use
Station Master						
Enquiry Clerk						
Train Examiner						
Sahayaks/Porters						
Waiting Room staff						
Luggage services staff						
Staff at the shops, restaurants and stalls						

5.. ଆପଣ ଷ୍ଟେସନରେ ନିମ୍ନଲିଖିତ ସହିତ ଯୋଗାଯୋଗ କରିଥିଲେ କି? ଆପଣଙ୍କର ଅଭିଜ୍ଞତା କ'ଣ ଥିଲା?

	ବହୁତ ଭଲ	ଭଲ	ଚଳନୀୟ	ଖରାପ	ବହୁତ ଖରାପ	ଦେଖିନାହାନ୍ତି/ ବ୍ୟବହାର କରିନାହାନ୍ତି
ଷ୍ଟେସନ ମାଷ୍ଟର						
ଅନୁସନ୍ଧେଷ କିରାଣୀ						
ଟ୍ରେନ୍ ପରୀକ୍ଷକ						

ସାହାଯକ / ପୋର୍ଟର୍ସ						
ପ୍ରତିକ୍ଷାଳୟର କର୍ମଚାରୀ						
ଲଗେଜ୍ ସେବା କର୍ମଚାରୀ						
ଦୋକାନ, ରେଷ୍ଟୁରାଣ୍ଟ ଏବଂ ଷ୍ଟଲରେ ଥିବା କର୍ମଚାରୀ						

6. Do these statements reflect your experience of ticket booking?

	Yes	No
I got all the right information needed for boarding my train		
I had a safe and smooth boarding experience		
I was treated professionally and with respect by the Indian Railways staff		
I felt safe and secured at the railway station		

6.. କଣ ଏହି ବିବରଣୀଗୁଡ଼ିକ ଆପଣଙ୍କର ଟିକେଟ୍ ବୁକିଂର ଅଭିଜ୍ଞତାକୁ ପ୍ରତିଫଳିତ କରେ କି?

ଗ୍ରେଡ୍ରେ ଚଢ଼ିବା ପାଇଁ ମୁଁ ଆବଶ୍ୟକ ସମସ୍ତ ସଠିକ୍ ସୂଚନା ପାଇଲି	ହଁ	ନା
ମୋର ଗୋଟିଏ ନିରାପଦ ଏବଂ ସୁଗମ ଚଢ଼ିବା ଅଭିଜ୍ଞତା ଥିଲା		
ଭାରତୀୟ ରେଳ ବିଭାଗର କର୍ମଚାରୀମାନେ ମୋ ସହିତ ପ୍ରୋଫେସନାଲ୍ ଏବଂ ସମ୍ମାନର ସହିତ ବ୍ୟବହାର କରିଥିଲେ		
ମୁଁ ରେଳ ଷ୍ଟେସନରେ ନିରାପଦ ଏବଂ ସୁରକ୍ଷିତ ଅନୁଭବ କଲି।		

4: EXPERIENCE AFTER DE-BOARDING FROM THE TRAIN

4: ଟ୍ରେନ୍ ଡିବୋର୍ଡିଂ ପରେ ଅଭିଜ୍ଞତା

1 Profile of Respondent (Multiple selection permitted)

- ☐ Woman
- ☐ Senior Citizen
- ☐ Student
- ☐ Salaried Professional
- ☐ Businessman / Trader
- ☐ Divyangjan
- ☐ Unemployed
- ☐ Other

1. ଉତ୍ତରଦାତାଙ୍କର ପ୍ରୋଫାଇଲ୍ (ଏକାଧିକ ଚୟନ ପାଇଁ ଅନୁମତି ଅଛି)

- ☐ ମହିଳା
- ☐ ବରିଷ୍ଠ ନାଗରିକ
- ☐ ଛାତ୍ର
- ☐ ବେତନଭୋଗୀ କର୍ମଚାରୀ
- ☐ ବ୍ୟବସାୟୀ / ବ୍ୟାପାରୀ
- ☐ ବିକଳାଙ୍ଗ
- ☐ ବେକାର
- ☐ ଅନ୍ୟାନ୍ୟ

2. Which Train did you book?

- ☐ Express
- ☐ Mail
- ☐ Intercity
- ☐ Shatabdi
- ☐ Rajdhani
- ☐ Durgam
- ☐ Garib Rath
- ☐ Passenger
- ☐ Holiday Special

2. ଆପଣ କେଉଁ ଟ୍ରେନ୍ ରେ ଚାଲିଛନ୍ତି?

- o ଏକ୍ସପ୍ରେସ୍
- o ମେଲ୍
- o ଇଣ୍ଟରସିଟି
- o ଶତାବ୍ଦୀ
- o ରାଜଧାନୀ
- o ଦୂରକ୍ରୋ
- o ଗରିବ ରଥ
- o ପ୍ୟାସେଞ୍ଜର
- o ହଲିଡେ ସ୍ପେଶାଲ୍

3. Did you use any of these facilities at the railway station? What was your experience?

	Excellent	Good	Average	Poor	Very Poor	Didn't see/ Didn't use
Drinking Water						
Foot Over Bridge						
Waiting Room / Dormitory						
Food & Refreshments						
Toilets						
WiFi						
ATM						
Direction signboards / digital displays						
Station Announcements						
Parking Facilities						

3. ରେଳ ଷ୍ଟେସନରେ ଆପଣ ନିମ୍ନ ସୁବିଧାଗୁଡ଼ିକ ମଧ୍ୟରୁ କୌଣସିଟି ବ୍ୟବହାର କରିଛନ୍ତି କି? ଆପଣଙ୍କର ଅଭିଜ୍ଞତା କ'ଣ ଥିଲା?

	ବହୁତ ଭଲ	ଭଲ	ଚଳନୀୟ	ଖରାପ	ବହୁତ ଖରାପ	ଦେଖିନାହାନ୍ତି/ ବ୍ୟବହାର କରିନାହାନ୍ତି
ପାନୀୟ ଜଳ						
ଫୁଟ ଓଭର ବ୍ରିଜ୍						
ପ୍ରତୀକ୍ଷାଳୟ / ଶୟନାଗାର						
ଖାଦ୍ୟ ଏବଂ ପାନୀୟ						
ଶୌଚାଳୟ						
ଝାଲଫାଇ						
ଏଟିଏମ୍						
ଦିଶାନିର୍ଦ୍ଦେଶ ସାଇନବୋର୍ଡ / ଡିଜିଟାଲ୍ ଡିସପ୍ଲେ						
ଷ୍ଟେସନ ଘୋଷଣା						
ପାର୍କିଂ ସୁବିଧା						

4. Did you use any of the services given below? What was your experience?

	Excellent	Good	Average	Poor	Very Poor	Didn't see/ Didn't use
Enquiry Services						
Complaint / Feedback with the Station Master						
Luggage Booking						
Divyangjan facilities / services						
Left Luggage Locker						
Medical Services / Emergency						
Taxi / Auto services						

4 ଆପଣ ନିମ୍ନରେ ଦିଆଯାଇଥିବା କୌଣସି ସେବା ବ୍ୟବହାର କରିଛନ୍ତି କି? ଆପଣଙ୍କର ଅନୁଭୂତି କ'ଣ ଥିଲା?

	ବହୁତ ଭଲ	ଭଲ	ଚଳନୀୟ	ଖରାପ	ବହୁତ ଖରାପ	ଦେଖିନାହାନ୍ତି / ବ୍ୟବହାର କରିନାହାନ୍ତି
ଅନୁସନ୍ଧାନ ସେବା						
ସ୍ୱେଚ୍ଛା ମାନ୍ୟତା ସହିତ ଅଭିଯୋଗ / ମତାମତ						
ଲଗେଜ୍ ବୁକିଂ						
ବିକଳାଙ୍ଗ ସୁବିଧା / ସେବା						
ଛାଡ଼ିଯାଇଥିବା ଲଗେଜ୍ ଲକର / କ୍ଲବ୍ ରୁମ୍						
ଚିକିତ୍ସା ସେବା / ଜରୁରୀକାଳୀନ ସେବା						
ଟ୍ୟାକ୍ସି / ଅଟୋ ସେବା						

5. Did you interact with the following at the Station? What was your experience?

	Excellent	Good	Average	Poor	Very Poor	Didn't see/ Didn't use
Station Master						
Enquiry Clerk						
Train Examiner						
Sahayaks/Porters						
Waiting Room staff						
Luggage services staff						
Staff at the shops, restaurants and stalls						

5.. ଆପଣ ଷ୍ଟେସନରେ ନିମ୍ନଲିଖିତ ସହିତ ଯୋଗାଯୋଗ କରିଥିଲେ କି? ଆପଣଙ୍କର ଅଭିଜ୍ଞତା କ'ଣ ଥିଲା?

	ବହୁତ ଭଲ	ଭଲ	ଚଳନୀୟ	ଖରାପ	ବହୁତ ଖରାପ	ଦେଖିନାହାନ୍ତି/ ବ୍ୟବହାର କରିନାହାନ୍ତି
ଷ୍ଟେସନ ମାଷ୍ଟର						
ଅନ୍ୟେକ କିରାଣୀ						
ଟ୍ରେନ୍ ପରୀକ୍ଷକ						
ସାହାଯକ / ପୋର୍ଟର୍						
ପ୍ରତିକ୍ଷାଳୟର କର୍ମଚାରୀ						
ଲଗେଜ୍ ସେବା କର୍ମଚାରୀ						
ଦୋକାନ, ରେଷ୍ଟୁରାଣ୍ଟ ଏବଂ ଷ୍ଟଲରେ ଥିବା କର୍ମଚାରୀ						

6. Do these statements reflect your experience of ticket booking?

	Yes	No
I reached my destination station safely		
I got down from the train smoothly and without any delay		
I was able leave the platform and station without any trouble		
I found my preferred transport from the station to my home / hotel / office		

6.. କଣ ଏହି ବିବରଣୀଗୁଡ଼ିକ ଆପଣଙ୍କର ଟିକେଟ୍ ବୁକିଂର ଅଭିଜ୍ଞତାକୁ ପ୍ରତିଫଳିତ କରେ କି?

	ହଁ	ନା
ମୁଁ ନିରାପଦରେ ମୋର ଗନ୍ତବ୍ୟ ସ୍ଥଳରେ ପହଞ୍ଚିଲି		
ମୁଁ ବିନା କୌଣସି ବିଳମ୍ବ ଟ୍ରେନ୍‌ରୁ ସହଜରେ ଓହ୍ଲାଇଲି		
ବିନା କୌଣସି ଅସୁବିଧା ମୁଁ ପ୍ଲାଟଫର୍ମ ଏବଂ ଷ୍ଟେସନ ଛାଡ଼ି ପାରିଲି		
ଷ୍ଟେସନରୁ ମୋ ଘର / ହୋଟେଲ / ଅଫିସ୍ ଯିବାକୁ ମୋର ପସନ୍ଦିତ ପରିବହନ ମୋତେ ମିଳିଲା		

5: GOODS SERVICES

5. ମାଲ ସେବା

1. Name of the Goods shed / Freight Terminal where you are a regular customer.

Your Answer –

1. ମାଲ ଶେଡ୍ / ମାଲ ଟର୍ମିନାଲ୍ ର ନାମ ଯେଉଁଠାରେ ଆପଣ ଜଣେ ନିୟମିତ ଗ୍ରାହକ ଅଟନ୍ତି |

ଆପଣଙ୍କର ଉତ୍ତର -

2. Profile (to be filled by the survey taker)

- ☐ Consignor
- ☐ Consignee
- ☐ Endorsee
- ☐ Handling Agent
- ☐ Trucker

2. ପ୍ରୋଫାଇଲ୍ (ସର୍ବେକ୍ଷକଙ୍କଦ୍ୱାରା ପୂରଣ କରାଯିବ)

- ☐ ପରିବହନକାରୀ
- ☐ ଗ୍ରାହକ
- ☐ ଏଣ୍ଡୋର୍ସି ବା ପୃଷ୍ଠାଙ୍କିତ ବ୍ୟକ୍ତି
- ☐ ପରିଚାଳନା କରୁଥିବା ବ୍ୟକ୍ତି
- ☐ ଟ୍ରକ ଥିବା ବ୍ୟକ୍ତି

3. What was your experience at the time of booking, billing and monitoring of your freight?

	Excellent	Good	Average	Poor	Very Poor	Didn't see/ Didn't use
Clear information on rates, discounts, rebates, etc.						
Smooth Online booking system						
Error free Payment system						
Delivery of Railway Receipt & other important documents						
Correct, accurate billing						
Online monitoring & tracking system						

3... ଆପଣଙ୍କର ସାମଗ୍ରୀ ବୁକିଂ, ବିଲିଂ ଏବଂ ନିରୀକ୍ଷଣ ସମୟରେ ଆପଣଙ୍କର ଅଭିଜ୍ଞତା କ'ଣ ଥିଲା?

	ବହୁତ ଭଲ	ଭଲ	ଚଳନୀୟ	ଖରାପ	ବହୁତ ଖରାପ	ଦେଖିନାହାନ୍ତି/ ବ୍ୟବହାର କରିନାହାନ୍ତି
ଦର, ରିହାତି, ଛାଡ଼ ଇତ୍ୟାଦି ଉପରେ ସ୍ପଷ୍ଟ ସୂଚନା						

ସରଳ ଅନଲାଇନ୍ ବୁକିଂ ସିଷ୍ଟମ୍						
ଡୁଟିଫୁଲ୍ ଦେୟ ବ୍ୟବସ୍ଥା						
ରେଳ ରସିଦ୍ ଏବଂ ଅନ୍ୟାନ୍ୟ ଗୁରୁତ୍ୱପୂର୍ଣ୍ଣ ଡକ୍ୟୁମେଣ୍ଟ୍ ର ଡେଲିଭରି						
ଠିକ୍, ସଠିକ୍ ବିଲିଂ						
ଅନଲାଇନ୍ ନିରୀକ୍ଷଣ ଏବଂ ଟ୍ରାକିଂ ସିଷ୍ଟମ୍						

4. What is your experience at the time of loading/unloading of your freight?

ଆପଣଙ୍କର ସାମଗ୍ରୀ ଲୋଡିଂ / ଅନଲୋଡିଂ ସମୟରେ ଆପଣଙ୍କର ଅଭିଜ୍ଞତା କ'ଣ ଥିଲା?

	Excellent	Good	Average	Poor	Very Poor	Didn't see/ Didn't use
Information about arrival / departure of rakes						
Access to goods terminal for trucks / other vehicles						
Safe hygienic working conditions for labourers / loaders						
Help from Railways staff in case of any difficulty / issue						
Correct billing of demurrage / wharfage						
Overall ambience lighting & security in the area						

	ବହୁତ ଭଲ	ଭଲ	ଚଳନୀୟ	ଖରାପ	ବହୁତ ଖରାପ	ଦେଖିନାହାନ୍ତି/ ବ୍ୟବହାର କରିନାହାନ୍ତି
ରେକ୍ ଗୁଡ଼ିକର ଆଗମନ / ପ୍ରସ୍ଥାନ ବିଷୟରେ ସୂଚନା						
ଟ୍ରକ୍ / ଅନ୍ୟାନ୍ୟ ଯାନବାହନ ପାଇଁ ମାଲ୍ ଚର୍ଜିନାଲ ପର୍ଯ୍ୟନ୍ତ ପ୍ରବେଶ						
ଶ୍ରମିକ / ଲୋଡରମାନଙ୍କ ପାଇଁ ସୁରକ୍ଷିତ ସ୍ୱଚ୍ଛତା କାର୍ଯ୍ୟ ପରିସ୍ଥିତି						
କୌଣସି ଅସୁବିଧା / ସମସ୍ୟା ହେଲେ ରେଳ କର୍ମଚାରୀଙ୍କ ଠାରୁ ସାହାଯ୍ୟ						
ବିଳମ୍ବ ଶୁଳ୍କ / ଘାଟ ଶୁଳ୍କର ସଠିକ୍ ବିଲିଂ						
କ୍ଷେତ୍ରରେ ସାମଗ୍ରିକ ପରିବେଶ ଆଲୋକ ବ୍ୟବସ୍ଥା ଏବଂ ସୁରକ୍ଷା						

5. Which Railway staff did you interact with? What was your experience with them?

	Excellent	Good	Average	Poor	Very Poor
Commercial staff at the Goodshed/ Terminal					
Staff at the Station (Eg., SM)					
Senior Railways officers					

ଆପଣ କେଉଁ ରେଳ କର୍ମଚାରୀଙ୍କ ସହିତ ଯୋଗାଯୋଗ କରିଥିଲେ? ସେମାନଙ୍କ ସହିତ ତୁମର ଅଭିଜ୍ଞତା କିପରି ଥିଲା?

	ବହୁତ ଭଲ	ଭଲ	ଚଳନୀୟ	ଖରାପ	ବହୁତ ଖରାପ
ମାଲିଘର / ଚର୍ମିନାଲରେ ବାଣିଜ୍ୟିକ କର୍ମଚାରୀ					
ଷ୍ଟେସନରେ କର୍ମଚାରୀ (ଯଥା, ଏସଏମ୍)					
ବରିଷ୍ଠ ରେଳ ଅଧିକାରୀ					

6. Overall, how you would rate the Indian Railways staff?

	High	Medium	Low
Polite and Courteous			
Professional & Efficient			
Helpful			
Solves my problem			

ମୋଟ ଉପରେ, ଆପଣ ଭାରତୀୟ ରେଳ କର୍ମଚାରୀଙ୍କୁ କିପରି ମୂଲ୍ୟାଙ୍କନ କରିବେ?

	ଉଚ୍ଚ	ମଧ୍ୟମ	ନିମ୍ନ
ଭଦ୍ର ଏବଂ ବିନମ୍ର			
ବୃତ୍ତିଗତ ଏବଂ ଦକ୍ଷ			
ସାହାଯ୍ୟକାରୀ			
ମୋର ସମସ୍ୟାର ସମାଧାନ କରେ			

7. Did you face any of these issues while managing your operations?

Staff asked for gratification		
Staff had middle men / touts involved		
Theft and pilferage was high		

ଆପଣଙ୍କ କାର୍ଯ୍ୟ ପରିଚାଳନା କରିବାବେଳେ ଆପଣ ନିମ୍ନୋକ୍ତ ସମସ୍ୟାର କୌଣସି ପ୍ରକାରେ ସାମ୍ନା କରିଥିଲ କି?

କର୍ମଚାରୀମାନେ ଲାଞ୍ଜ ଚାହୁଁଥିଲେ		
କର୍ମଚାରୀମାନଙ୍କ ଠାରେ ମଧ୍ୟମ ବର୍ଗ / ଦଳାଳ ମାନେ ସାମିଲ୍ ଥିଲେ		
ଚୋରୀ ଏବଂ ଛୋଟିଆ ଚୋରୀ ଅଧିକ ଥିଲା		

6: PARCEL SERVICES

6. ପାର୍ସଲ ସେବା

1. Name of the station / parcel office recently visited.

Your Answer:-

- 1.. ନିକଟରେ ପରିଦର୍ଶନ କରିଥିବା ଷ୍ଟେସନ / ପାର୍ସଲ କାର୍ଯ୍ୟାଳୟର ନାମ
ଆପଣଙ୍କର ଉତ୍ତର

2. Profile of Respondent (Multiple selection permitted)

- ☐ Woman
- ☐ Senior Citizen
- ☐ Student
- ☐ Salaried Professional
- ☐ Businessman / Trader
- ☐ Divyangjan
- ☐ Other

2. ଉତ୍ତରଦାତାଙ୍କର ପ୍ରୋଫାଇଲ୍ (ଏକାଧିକ ଚୟନ ପାଇଁ ଅନୁମତି ଅଛି)

- ☐ ମହିଳା
- ☐ ବରିଷ୍ଠ ନାଗରିକ
- ☐ ଛାତ୍ର
- ☐ ବେତନଭୋଗୀ କର୍ମଚାରୀ
- ☐ ବ୍ୟବସାୟୀ / ବ୍ୟାପାରୀ
- ☐ ବିକଳାଙ୍ଗ
- ☐ ଅନ୍ୟାନ୍ୟ

3. Type of parcel booked

- ☐ Personal luggage e.g. bike, furniture, appliance, etc. (for shifting)
- ☐ Business / Trade-products for the market
- ☐ Courier consignment - packages of customers
- ☐ Special consignment - for some event or occasion

3. ବୁକ୍ ହୋଇଥିବା ପାର୍ସଲ ର ପ୍ରକାର

- ☐ ବ୍ୟକ୍ତିଗତ ଲଗେଜ୍ ଯଥା। ବାଇକ୍, ଆସବାବପତ୍ର, ଉପକରଣ, ଇତ୍ୟାଦି (ସ୍ଥାନାନ୍ତର ପାଇଁ)
- ☐ ବ୍ୟବସାୟ / ବଜାର ପାଇଁ ବାଣିଜ୍ୟ-ଉତ୍ପାଦ
- ☐ କୋରିଅର୍ ସାମଗ୍ରୀ - ଗ୍ରାହକଙ୍କ ପ୍ୟାକେଜ୍
- ☐ ସ୍ୱତନ୍ତ୍ର ସାମଗ୍ରୀ - କିଛି ଇଭେଣ୍ଟ କିମ୍ବା ଉତ୍ସବ ପାଇଁ

4. What was your experience while booking your parcel / luggage?

ଆପଣଙ୍କର ପାର୍ସଲ / ଲଗେଜ୍ ଗୁଡ଼ିକୁ ବୁକିଂ କରିବା ସମୟରେ ଆପଣଙ୍କର ଅଭିଜ୍ଞତା କ'ଣ ଥିଲା?

	Excellent	Good	Average	Poor	Very Poor
Efficient, smooth process					
Clean, hygienic booking office					
Safe and secured environment					
Correct information about rates, trains, etc.					
Correct prices and billing					
Error free payments					

	ବହୁତ ଭଲ	ଭଲ	ଚଳନୀୟ	ଖରାପ	ବହୁତ ଖରାପ
ଫଳପ୍ରସ୍ତୁତ, ସୁଗମ ପ୍ରକ୍ରିୟା					
ପରିଷ୍କାର, ସ୍ୱଚ୍ଛତା ବୁକିଂ କାର୍ଯ୍ୟାଳୟ					
ନିରାପଦ ଏବଂ ସୁରକ୍ଷିତ ପରିବେଶ					
ଦର, ଟ୍ରେନ୍ ଇନ୍‌ଫର୍ମେସନ୍ ବିଷୟରେ ସଠିକ୍ ସୂଚନା					
ସଠିକ୍ ମୂଲ୍ୟ ଏବଂ ବିଲିଂ					
ତ୍ରୁଟି ମୁକ୍ତି ଦେୟ					

5. What was your experience while loading / unloading your parcel?

	Excellent	Good	Average	Poor	Very Poor	Didn't see/ Didn't use
Information about arrival / departure of parcel						
Time available to load / unload						
Help in case of over carriage						
Availability of help in the form of laborers / loaders						
Security						
Compensation in case of damages						

ଆପଣଙ୍କର ପାର୍ସଲ ଲୋଡ଼ିଂ / ଅନଲୋଡ଼ିଂ କରିବା ସମୟରେ ଆପଣଙ୍କର ଅଭିଜ୍ଞତା କ'ଣ ଥିଲା?

	ବହୁତ ଭଲ	ଭଲ	ଚଳନୀୟ	ଖରାପ	ବହୁତ ଖରାପ	ଦେଖିନାହାନ୍ତି/ ବ୍ୟବହାର କରିନାହାନ୍ତି
ପାର୍ସଲର ଆଗମନ / ପ୍ରସ୍ଥାନ ବିଷୟରେ ସୂଚନା						
ଲୋଡ଼ିଂ / ଅନଲୋଡ଼ିଂ କରିବା ପାଇଁ ଉପଲବ୍ଧ ସମୟ						
ଓଭର କ୍ୟାରେଜ୍ କ୍ଷେତ୍ରରେ ସାହାଯ୍ୟ						
ଶ୍ରମିକ / ଲୋଡର ଆକାରରେ ସାହାଯ୍ୟର ଉପଲବ୍ଧତା						
ସୁରକ୍ଷା						
ଯଦି କ୍ଷତି ହେବ କ୍ଷତିପୂରଣ						

6. With whom did you interact with? What was your experience with them?

ଆପଣ କାହା ସହିତ ଯୋଗାଯୋଗ କରିଥିଲେ? ସେମାନଙ୍କ ସହିତ ଆପଣଙ୍କର ଅଭିଜ୍ଞତା କିପରି ଥିଲା?

	Excellent	Good	Average	Poor	Very Poor	Didn't see/ Didn't use
Parcel booking staff						
Parcel Helpers (Packers, loaders, etc.)						
Outsourced staff						
Parcel Supervisor / Senior Officers						
	ବହୁତ ଭଲ	ଭଲ	ଚଳନୀୟ	ଖରାପ	ବହୁ ତ ଖରା ପ	ଦେଖିନାହାନ୍ତି/ ବ୍ୟବହାର କରିନାହାନ୍ତି
ପାର୍ସଲ୍ ବୁକିଂ କର୍ମଚାରୀ						
ପାର୍ସଲ୍ ସାହାଯ୍ୟକାରୀ ମାନେ (ପ୍ୟାକର୍ସ, ଲୋଡର୍, ଇତ୍ୟାଦି)						
ଆଉଟସୋର୍ସିଂ କର୍ମଚାରୀ						
ପାର୍ସଲ୍ ସୁପରଭାଇଜର / ବରିଷ୍ଠ ଅଧିକାରୀ						

Questionnaire - Tamil

QUESTIONNAIRE 1: TICKET BOOKING EXPERIENCE

1. Profile of Respondent (Multiple selection permitted)

1. பதிலளிப்பவரின் சுயவிவரம்)ஒன்றுக்கும் மேற்பட்ட தேர்வுகள் அனுமதிக்கப்படுகிறது(

- ☐ Woman
- ☐ Senior Citizen
- ☐ Student
- ☐ Salaried Professional
- ☐ Businessman / Trader
- ☐ Divyangjan
- ☐ Unemployed
- ☐ Other

- ☐ பெண்
- ☐ மூத்த குடிமகன்
- ☐ மாணவர்
- ☐ சம்பளம் வாங்கும் பணிபுரிவோர்
- ☐ தொழிலதிபர் / வர்த்தகர்
- ☐ மாற்றுத்திறனாளி
- ☐ வேலையில்லாதவர்
- ☐ மற்றவை

2. Which Train did you book?

- ☐ Express
- ☐ Mail
- ☐ Intercity
- ☐ Shatabdi
- ☐ Rajdhani
- ☐ Duronto
- ☐ Garib Rath
- ☐ Passenger
- ☐ Holiday Special

2. எந்த ரயிலில் முன்பதிவு செய்துள்ளீர்கள் ?

- o விரைவு ரயில்
- o மெயில்

- o இன்டர்சிட்டி
- o சதாப்தி
- o ராஜதானி
- o துரந்தோ
- o கரிப் ரத்
- o பயணிகள் வண்டி
- o விடுமுறை சிறப்பு வண்டி

3. If you booked the tickets online, what was your experience with the different aspects of ticketbooking?

3. நீங்கள் ஆன்லைனில் டிக்கெட்டுகளை முன்பதிவு செய்திருந்தால், டிக்கெட் முன்பதிவின் பல்வேறு அம்சங்களைப் பற்றிய உங்கள் அனுபவம் எப்படி இருந்தது?

	Excellent	Good	Average	Poor	Very Poor
Searching for trains					
Trains availability enquiry					
Booking the tickets					
Payments					
Making any complaints & getting a Response					

	மிகச்சிறப்பு	சிறப்பு	சராசரி	மோசம்	மிகவும் மோசம்
ரயில் பற்றி விபரங்களைத் தேடுவது					
ரயில் சேவைகள் பற்றி விசாரித்தல்					
டிக்கெட்டுகளை முன்பதிவு செய்தல்					
செலுத்தல்கள்					
புகார் அளித்தல் & பதில் பெறுதல்					

4. If you booked the tickets at the booking counter, how would you rate the quality of your interaction and service provided by the Indian Railways staff at the counter?

4. முன்பதிவு கவுண்டரில் நீங்கள் டிக்கெட்டுகளை முன்பதிவு செய்யும் போது, இந்திய ரயில்வே ஊழியர்கள் உங்களுக்கு முன்பதிவு கவுண்டரில் வழங்கும் தொடர்பு மற்றும் சேவையின் தரத்தை எப்படி மதிப்பிடுவீர்கள்?

						Did not use
Polite and courteous						
Professional						
Helpful						
Solved my queries / problems						
						பயன்படவில்லை
கண்ணியமாகவும் மரியாதையாகவும் இருந்தது						
தொழில்முறையாக இருந்தது						
உதவிகரமாக இருந்தது						
எனது கேள்விகள் / பிரச்சனைகளுக்கான தீர்வைப் பெற்றேன்						

5. Did you find the right and useful information from the different reservation enquiry and information services at the station / reservation counter?

5.. ஸ்டேஷன் / முன்பதிவு கவுண்டரில் உள்ள பல்வேறு முன்பதிவு விசாரணை மற்றும் தகவல் சேவைகளிலிருந்து சரியான மற்றும் பயனுள்ள தகவலைப் பெற்றீர்களா?

						Didn't see/ Didn't use
Clear, complete information						
Clean, hygienic booking office						
Well maintained working systems						
Sense of security and safe environment						

						பயன்படுத்தவில்லை
தெளிவான, முழுமையான தகவல்கள்						
சுத்தமான, சுகாதாரமான முன்பதிவு அலுவலகம்						
நன்கு பராமரிக்கப்படும் பணி முறைமைகள்						
பாதுகாப்பான உணர்வு மற்றும் பாதுகாப்பான சூழல்						

6. Do these statements reflect your experience of ticket booking?

6 கீழ் உள்ள இந்த அறிக்கைகள் உங்கள் டிக்கெட் முன்பதிவு அனுபவத்தை பிரதிபலிக்கிறதா?

	Yes ஆம்	No இல்லை
I got the ticket of my choice without any hassle		
I did not have to spend too much time while booking the tickets		

I found the ticketing process smooth and very efficient		
I got all the help I wanted from the staff / website		
	Yes ஆம்	No இல்லை
எந்த சிரமமும் இல்லாமல் நான் விரும்பிய டிக்கெட்டைப் பெற்றேன்		
டிக்கெட் முன்பதிவு செய்யும் போது அதிக நேரம் செலவிட வேண்டி இருக்கவில்லை		
டிக்கெட் வழங்கும் செயல்முறை சீராகவும் திறமையாகவும் இருந்ததைக் கண்டேன்		
ஊழியர்கள் / இணையதளம் மூலம் நான் விரும்பிய அனைத்து உதவிகளையும் பெற்றேன்		

2: PASSENGER EXPERIENCE IN THE TRAIN

ரயிலில் பயணிகளின் அனுபவம்

1. Profile of Respondent (Multiple selection permitted)

1. பதிலளிப்பவரின் சுயவிவரம்)ஒன்றுக்கும் மேற்பட்ட தேர்வுகள் அனுமதிக்கப்படுகிறது(

- ☐ Woman
- ☐ Senior Citizen
- ☐ Student
- ☐ Salaried Professional
- ☐ Businessman / Trader
- ☐ Divyangjan
- ☐ Unemployed
- ☐ Other

- ☐ பெண்
- ☐ மூத்த குடிமகன்
- ☐ மாணவர்
- ☐ சம்பளம் வாங்கும் பணிபுரிவோர்
- ☐ தொழிலதிபர் / வர்த்தகர்
- ☐ மாற்றுத்திறனாளி
- ☐ வேலையில்லாதவர்
- ☐ மற்றவை

2. Which Train did you book?

- ☐ Express
- ☐ Mail
- ☐ Intercity
- ☐ Shatabdi
- ☐ Rajdhani
- ☐ Durgonto
- ☐ Garib Rath
- ☐ Passenger
- ☐ Holiday Special

2. எந்த ரயிலில் முன்பதிவு செய்துள்ளீர்கள் ?

- o விரைவு ரயில்
- o மெயில்

- o இன்டர்சிட்டி
- o சதாப்தி
- o ராஜதானி
- o துரந்தோ
- o கரிப் ரத்
- o பயணிகள் வண்டி
- o விடுமுறை சிறப்பு வண்டி

3. What was your experience using the different facilities inside the train?

3. ரயிலில் இருக்கும் பொழுது, அதன் பல்வேறு வசதிகளை பயன்படுத்திய அனுபவம் எப்படி இருந்தது?

Lighting						
Compartment (cleanliness)						
Toilets & Wash basin						
Seat / Berth						
Air-conditioner / Fan						
General Furniture						
Pantry car / Dining car						
வெளிச்சம்						
பெட்டி (தூய்மை)						
கழிப்பறைகள் & வாஷ் பேசின்						
இருக்கை / பெர்த்						
குளுூட்டி / மின்விசிறி						
பொதுவான மரச்சாமான்கள்						
பொருட்கள்						
பேன்ட்ரி கார் / டைனிங் கார்						

4. Did you use any of these services on the train? What was your experience?

இந்த சேவைகளில் ஏதேனும் ஒன்றை ரயிலில் பயன்படுத்தினீர்களா? உங்கள் அனுபவம் எப்படி இருந்தது?

Changing seat / berth						
WiFi						
Catering						
Bed roll						
Filing a complaint and getting an action						

இருக்கை / படுக்கையை மாற்றுதல்						
வைஃபை						
கேட்டரிங்						
பெட் ரோல்						
புகார் அளித்தல் மற்றும் நடவடிக்கை எடுத்தல்						

5. Did you interact with any Indian Railway staff? How did they behave with you?

5. நீங்கள் இந்திய ரயில்வே ஊழியர்கள் யாருடனாவது பேசியிருக்கிறீர்களா? அவர்கள் உங்களிடம் எப்படி நடந்து கொண்டார்கள்?

	Helpful, solved my problems	Polite and Professional	Diverted the issue to someone else	Rude and bad behavior	Created trouble for passengers	Didn't interact / Didn't see
Ticket Examiner						
RPF / Police						
Compartment Attendant staff (Cleaner, bedroll, etc.)						
Catering / Pantry car staff						
Any other Railways staff						

	பயனுள்ளதாக இருந்தது, என் பிரச்சனைகள் தீர்க்கப்பட்டது	கண்ணியமான மற்றும் நிபுணத்துவம் பெற்றவர்	வேறு நபரிடம் பிரச்சனையை மாற்றிவிட்டனர்	கடுமை யாகவும் மோசமாகவும் நடந்து கொண்டனர்	பயணிகளுக்கு பிரச்சனையை ஏற்படுத்தினர்	தொடர்பு கொள்ளவில்லை / பார்க்கவில்லை
டிக்கெட் பரிசோதகர்						
ஆர்பிஎப் / போலீஸ்						
(கிளினர், பெட் ரோல் போன்ற) கம்பார்ட்மெண்ட் அட்டெண்டண்ட் ஊழியர்கள்						
கேட்டரிங் / பேன்ட்ரிகார் ஊழியர்கள்						
பிற இரயில்வே						

ஊழியர்கள்						
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6 Do these statements describe your experience?

6. இந்த அறிக்கைகள் உங்கள் அனுபவத்தை விவரிக்கிறதா?

			Not applicable
I was able to board the train and find my seat without any hassle			
I could get a seat of my choice			
The TTE helped me tremendously			
I had a comfortable and clean travel in the train			
I had a safe and secured time in the train with the RPF staff providing Security			

			எதுவும் பொருந்தவில்லை
ரயிலில் ஏறியவுடன் என் இருக்கையை எந்த தொந்தரவும் இல்லாமல் என்னால் கண்டுபிடிக்க முடிந்தது			
நான் விரும்பிய இடத்தை என்னால் பெற முடிந்தது			
டிடிஇ எனக்கு பெரிதும் உதவினார்			
ரயிலில் சுகமாகவும் நிம்மதியாகவும் பயணம் செய்தேன்			
ஆர்பிஎப் ஊழியர்களின் உதவியால் நான் ரயிலில் பாதுகாப்பாகவும், பயமின்றியும் நேரத்தை செலவிட்டேன்			

3: EXPERIENCE BEFORE BOARDING THE TRAIN

3: ரயிலில் ஏறுவதற்கு முன்னதான அனுபவம்

1. Profile of Respondent (Multiple selection permitted)

1. பதிலளிப்பவரின் சுயவிவரம்)ஒன்றுக்கும் மேற்பட்ட தேர்வுகள் அனுமதிக்கப்படுகிறது(

- ☐ Woman
- ☐ Senior Citizen
- ☐ Student
- ☐ Salaried Professional
- ☐ Businessman / Trader
- ☐ Divyangjan
- ☐ Unemployed
- ☐ Other

- ☐ பெண்
- ☐ மூத்த குடிமகன்
- ☐ மாணவர்
- ☐ சம்பளம் வாங்கும் பணிபுரிவோர்
- ☐ தொழிலதிபர் / வர்த்தகர்
- ☐ மாற்றுத்திறனாளி
- ☐ வேலையில்லாதவர்
- ☐ மற்றவை

2. Which Train did you book?

- ☐ Express
- ☐ Mail
- ☐ Intercity
- ☐ Shatabdi
- ☐ Rajdhani
- ☐ Durgam
- ☐ Garib Rath
- ☐ Passenger
- ☐ Holiday Special

2. எந்த ரயிலில் முன்பதிவு செய்துள்ளீர்கள் ?

- o விரைவு ரயில்
- o மெயில்

- o இன்டர்சிட்டி
- o சதாப்தி
- o ராஜதானி
- o துரந்தோ
- o கரிப் ரத்
- o பயணிகள் வண்டி
- o விடுமுறை சிறப்பு வண்டி

3 Did you use any of these facilities at the railway station? What was your experience?

3. ரயில் நிலையத்தில் இந்த வசதிகள் ஏதேனும் ஒன்றை நீங்கள் பயன்படுத்தினீர்களா? உங்கள் அனுபவம் எப்படி இருந்தது?

Drinking Water						
Foot Over Bridge						
Waiting Room / Dormitory						
Food & Refreshments						
Toilets						
WiFi						
ATM						
Direction signboards / digital displays						
Station Announcements						
Parking Facilities						

குடிநீர்						
ஃபுட் ஓவர் பிரிட்ஜ்						
காத்திருப்பு அறை / தங்குமிடம்						
உணவு & லெப்ரஷ்மெண்ட்						
கழிப்பறைகள்						
வைஃபை						
ஏடிஎம்						
திசை காட்டும் பலகைகள் / டிஜிட்டல் டிஸ்பிளே						
நிலைய அறிவிப்புகள்						
வாகன நிறுத்துமிட வசதிகள்						

4. Did you use any of the services given below? What was your experience?

4. கீழே கொடுக்கப்பட்டுள்ள சேவைகளில் ஏதேனும் ஒன்றைப் பயன்படுத்தியிருக்கிறீர்களா? உங்கள் அனுபவம் எப்படி இருந்தது?

Enquiry Services						
Complaint / Feedback with the Station Master						
Luggage Booking						
Divyangjan facilities / services						
Left Luggage Locker/Cloak Room						
Medical Services / Emergency						

விசாரணை சேவைகள்						
நிலைய அதிகாரியிடம் புகார் அளித்தல்/ கருத்து பெறுதல்						
சாமான் முன்பதிவு						
திவ்யங்ஜன் வசதிகள் / சேவைகள்						
விடுபட்ட சாமான்கள் லாக்கர் / சாமான்கள் வைக்கும் அறை						
மருத்துவ சேவைகள் / அவசர கால உதவி						

5. Did you interact with the following at the Station? What was your experience?

5. ஸ்டேஷனில் பின்வரும் நபர்களிடம் பேசினீர்களா ? உங்கள் அனுபவம் எப்படி இருந்தது?

Station Master						
Enquiry Clerk						
Train Examiner						
Sahayaks/Porters						
Waiting Room staff						
Luggage services staff						
Staff at the shops, restaurants and stalls						
நிலைய அதிகாரி						
விசாரணை அலுவலர்						
ரயில் ஆய்வாளர்						
உதவியாளர்கள்/போர்ட்டர்கள்						
காத்திருப்பு அறை ஊழியர்கள்						
லக்கேஜ் சேவை ஊழியர்கள்						
கடைகள், உணவகங்கள் மற்றும் கடைகளில் உள்ள ஊழியர்கள்						

6. Do these statements describe your experience?

6. இந்த அறிக்கைகள் உங்கள் அனுபவத்தை விவரிக்கிறதா?

I got all the right information needed for boarding my train		
I had a safe and smooth boarding experience		

I was treated professionally and with respect by the Indian Railways staff		
I felt safe and secured at the railway station		

எனது ரயிலில் ஏறுவதற்கு தேவையான அனைத்து சரியான தகவல்களையும் பெற்றேன்		
எனக்கு பாதுகாப்பான மற்றும் வசதியான போர்டிங் அனுபவம் கிடைத்தது.		
நான் இந்திய ரயில்வே ஊழியர்களால் தொழில் ரீதியாகவும் மரியாதையுடனும் நடத்தப்பட்டேன்		
ரயில் நிலையத்தில் பாதுகாப்பையும், பயமற்ற தன்மையையும் உணர்ந்தேன்		

4: EXPERIENCE AFTER DE-BOARDING FROM THE TRAIN

4. ரயிலில் இருந்து இறங்கிய பிறகு அனுபவம்

1. Profile of Respondent (Multiple selection permitted)

1. பதிலளிப்பவரின் சுயவிவரம்)ஒன்றுக்கும் மேற்பட்ட தேர்வுகள் அனுமதிக்கப்படுகிறது(

- ☐ Woman
- ☐ Senior Citizen
- ☐ Student
- ☐ Salaried Professional
- ☐ Businessman / Trader
- ☐ Divyangjan
- ☐ Unemployed
- ☐ Other

- ☐ பெண்
- ☐ மூத்த குடிமகன்
- ☐ மாணவர்
- ☐ சம்பளம் வாங்கும் பணிபுரிவோர்
- ☐ தொழிலதிபர் / வர்த்தகர்
- ☐ மாற்றுத்திறனாளி
- ☐ வேலையில்லாதவர்
- ☐ மற்றவை

2..Which Train did you book?

- ☐ Express
- ☐ Mail
- ☐ Intercity
- ☐ Shatabdi
- ☐ Rajdhani
- ☐ Duronto
- ☐ Garib Rath
- ☐ Passenger
- ☐ Holiday Special

2. எந்த ரயிலில் முன்பதிவு செய்துள்ளீர்கள் ?

- o விரைவு ரயில்
- o மெயில்

- o இன்டர்சிட்டி
- o சதாப்தி
- o ராஜதானி
- o துரந்தோ
- o கரிப் ரத்
- o பயணிகள் வண்டி
- o விடுமுறை சிறப்பு வண்டி

3. Did you use any of these facilities at the railway station? What was your experience?

3. ரயில் நிலையத்தில் இந்த வசதிகள் ஏதேனும் ஒன்றை நீங்கள் பயன்படுத்தினீர்களா? உங்கள் அனுபவம் எப்படி இருந்தது?

Drinking Water						
Foot Over Bridge						
Waiting Room / Dormitory						
Food & Refreshments						
Toilets						
WiFi						
ATM						
Direction signboards / digital displays						
Station Announcements						
Parking Facilities						

குடிநீர்						
ஃபுட் ஓவர் பிரிட்ஜ்						
காத்திருப்பு அறை / தங்குமிடம்						
உணவு & லெப்ரஷ்மெண்ட்						
கழிப்பறைகள்						
வைஃபை						
ஏடிஎம்						
திசை காட்டும் பலகைகள் / டிஜிட்டல் டிஸ்பிளே						
நிலைய அறிவிப்புகள்						
வாகன நிறுத்துமிட வசதிகள்						

4. Did you use any of the services given below? What was your experience?

4. கீழே கொடுக்கப்பட்டுள்ள சேவைகளில் ஏதேனும் ஒன்றைப் பயன்படுத்தியிருக்கிறீர்களா? உங்கள் அனுபவம் எப்படி இருந்தது?

Enquiry Services						
Complaint / Feedback with the Station Master						
Luggage Booking						
Divyangjan facilities / services						
Left Luggage Locker						
Medical Services / Emergency						
Taxi / Auto services						
விசாரணை சேவைகள்						
ஸ்டேஷன் மாஸ்டரிடம் புகார் அளித்தல் / கருத்து பெறுதல்						
சாமான்கள் முன்பதிவு						
திவ்யங்ஜன் வசதிகள் / சேவைகள்						
விடுபட்ட சாமான்கள் லாக்கர்						
மருத்துவ சேவைகள் / அவசரகால சேவைகள்						
டாக்ஸி / ஆட்டோ சேவைகள்						

5. Did you interact with the following at the Station? What was your experience?

5. ஸ்டேஷனில் பின்வரும் நபர்களிடம் பேசினீர்களா? உங்கள் அனுபவம் எப்படி இருந்தது?

Station Master						
Enquiry Clerk						
Train Examiner						
Sahayaks/Porters						
Waiting Room staff						
Luggage services staff						
Staff at the shops, restaurants and stalls						
நிலைய அதிகாரி						
விசாரணை அலுவலர்						
ரயில் ஆய்வாளர்						
உதவியாளர்கள்/போர்ட்டர்கள்						
காத்திருப்பு அறை ஊழியர்கள்						
லக்கேஜ் சேவை ஊழியர்கள்						
கடைகள், உணவகங்கள் மற்றும் கடைகளில் உள்ள ஊழியர்கள்						

6. Do these statements describe your experience?

6. இந்த அறிக்கைகள் உங்கள் அனுபவத்தை விவரிக்கிறதா?

I reached my destination station safely		
I got down from the train smoothly and without any delay		

I was able leave the platform and station without any trouble		
I found my preferred transport from the station to my home / hotel / office		

நான் செல்ல வேண்டிய ஸ்டேஷனுக்கு பத்திரமாக சென்றடைந்தேன்		
தாமதிக்காமல் சுலபமாக ரயிலில் இருந்து இறங்கினேன் எந்த பிரச்சனையும் இல்லாமல் என்னால் பிளாட்பாரத்தையும் ஸ்டேஷனையும் விட்டு வெளியேற முடிந்தது		
நிலையத்திலிருந்து எனது வீடு/ஹோட்டல்/அலுவலகத்திற்கு செல்ல நான் விரும்பிய போக்குவரத்து வசதி இருப்பதைக் கண்டறிந்தேன்		

5: GOODS SERVICES

5: சரக்கு சேவைகள்

1. Name of the Goods shed / Freight Terminal where you are a regular customer.

1. நீங்கள் வழக்கமான வாடிக்கையாளராக இருக்கும் சரக்கு கொட்டகை / சரக்கு டெர்மினல் பெயர்.

Your Answer –

1..Profile (to be filled by the survey taker)

- ☐ Consignor
- ☐ Consignee
- ☐ Endorsee
- ☐ Handling Agent
- ☐ Trucker

உங்கள் பதில் -

2.. சுயவிவரம் (கணக்கெடுப்பு நடத்துபவர் நிரப்ப வேண்டும்)

- o அனுப்புபவர்
- o சரக்கு பெறுபவர்
- o ஒப்புதல் அளிப்பவர்
- o கையாளுதல் முகவர்
- o டிரக்கர்

3.What was your experience at the time of booking, billing and monitoring of your freight?

3. உங்கள் சரக்குகளை முன்பதிவு செய்தல், பில்லிங் செய்தல் மற்றும் கண்காணிக்கும் போது நீங்கள் பெற்ற அனுபவம் எவ்வாறு இருந்தது?

Clear information on rates, discounts, rebates, etc.						
Smooth Online booking system						
Error free Payment system						
Delivery of Railway Receipt & other important documents						
Correct, accurate billing						
Online monitoring & tracking system						

கட்டணங்கள், தள்ளுபடிகள் பற்றிய தெளிவான விபரங்கள்						
எளிமையான ஆன்லைன் முன்பதிவு அமைப்பு						
பிழையற்ற கட்டண முறை						
ரயில்வே ரசீது & பிற முக்கிய ஆவணங்களை வழங்குதல்						
சரியான, துல்லியமான பில்லிங்						
ஆன்லைன் கண்காணிப்பு மற்றும் கண்காணிப்பு செயல்முறை						

4 What is your experience at the time of loading/unloading of your freight?

உங்கள் சரக்குகளை ஏற்றும்/ இறக்கும் சமயங்களில் உங்கள் அனுபவம் எப்படி இருந்தது?

Information about arrival / departure of rakes						
Access to goods terminal for trucks / other vehicles						
Safe hygienic working conditions for labourers / loaders						
Help from Railways staff in case of any difficulty / issue						
Correct billing of demurrage / wharfage						
Overall ambience lighting & security in the area						

ரேக்குகளின் வருகை / டிஸ்பேச் பற்றிய தகவல்கள்						
டிராக் / பிற வாகனங்கள் சிறந்த முனையத்திற்கு செல்லும் வசதி எவ்வாறு உள்ளது?						
தொழிலாளர்களுக்கு பாதுகாப்பான சுகாதாரமான வேலை நிலைமைகள் / சுமை சுமப்பவர்கள்						
ஏதேனும் சிரமம் / சிக்கல் ஏற்பட்டால் ரயில்வே ஊழியர்களின் உதவி						
டெமுரேஜ் / வார்ஃபேஜ்களின் சரியான பில்லிங்						
அப்பகுதியிலுள்ள ஒட்டுமொத்த சுற்றுப்புற வெளிச்சம் மற்றும் பாதுகாப்பு பற்றி						

5 Which Railway staff did you interact with? What was your experience with them?

எந்த ரயில்வே ஊழியர்களை நீங்கள் தொடர்பு கொண்டீர்கள்? அவர்களுடனான உங்கள் அனுபவம் எப்படி இருந்தது?

Commercial staff at the Goodshed/ Terminal					
Staff at the Station (Eg., SM)					
Senior Railways officers					
குட்ஷெட்/டெர்மினலில் உள்ள வணிக ஊழியர்கள்					
நிலையத்தில் உள்ள ஊழியர்கள் (உதா., எஸ்எம்)					
மூத்த ரயில்வே அதிகாரிகள்					

6. Overall, how you would rate the Indian Railways staff?

6. ஒட்டுமொத்தமாக, இந்திய ரயில்வே ஊழியர்களை எப்படி மதிப்பிடுவீர்கள்?

	High	Medium	Low
Polite and Courteous			
Professional & Efficient			
Helpful			
Solves my problem			

	சிறப்பு	சுமார்	மோசம்
கண்ணியமான மற்றும் மரியாதையானவர்கள்			
தொழில்முறை வல்லுநர்கள் & திறமையானவர்கள்			
உதவும் எண்ணம் கொண்டவர்கள்			
என் பிரச்சனையை தீர்க்க உதவினர்			

7.. Did you face any of these issues while managing your operations?

7. உங்கள் செயல்பாடுகளை செயல்படுத்திய போது கீழ்க்கண்ட ஏதேனுமொரு சிக்கல்களை நீங்கள் எதிர்கொண்டீர்களா?

Staff asked for gratification		
Staff had middle men / touts involved		
Theft and pilferage was high		
ஊழியர்கள் திருப்தி ஏற்பட்டதா எனக் கேட்டனர்		
ஊழியர்கள் சுமாரான திறமையுடன் இருந்தனர் / சந்தேகங்களை கொண்டிருந்தனர்		
திருட்டு மற்றும் கொள்ளை அதிகமாக இருந்தது		

6: PARCEL SERVICES
6: பார்சல் சேவைகள்

1. Name of the station / parcel office recently visited.

1. சமீபத்தில் பார்வையிட்ட நிலையம் / பார்சல் அலுவலகத்தின் பெயர்.

2. Profile of Respondent (Multiple selection permitted)

2. பதிலளிப்பவரின் சுயவிவரம்)ஒன்றுக்கும் மேற்பட்ட தேர்வுகள்
அனுமதிக்கப்படுகிறது(

- ☐ Woman
- ☐ Senior Citizen
- ☐ Student
- ☐ Salaried Professional
- ☐ Businessman / Trader
- ☐ Divyangjan
- ☐ Unemployed
- ☐ Other

- ☐ பெண்
- ☐ மூத்த குடிமகன்
- ☐ மாணவர்
- ☐ சம்பளம் வாங்கும் பணிபுரிவோர்
- ☐ தொழிலதிபர் / வர்த்தகர்
- ☐ மாற்றுத்திறனாளி
- ☐ வேலையில்லாதவர்
- ☐ மற்றவை

3..Type of parcel booked

- ☐ Personal luggage e.g. bike, furniture, appliance, etc. (for shifting)
- ☐ Business / Trade-products for the market
- ☐ Courier consignment - packages of customers
- ☐ Special consignment - for some event or occasion

3.பதிவு செய்யப்பட்ட பார்சல் வகை

o தனிநபர் சாமான்கள் எ.கா. பைக், மரச்சாமான்கள், உபகரணங்கள் போன்றவை

(ஷிப்டிங்கிற்கு)

- o சந்தைக்கான வணிகம் / வர்த்தகப் பொருட்கள்
- o கூரியர் சரக்கு - வாடிக்கையாளர்களின் தொகுப்புகள்
- சிறப்பு சரக்கு - சில நிகழ்வு அல்லது விழாவிிற்காக

4.. What was your experience while booking your parcel / luggage?

4. உங்கள் பார்சல் / லக்கேஜை முன்பதிவு செய்யும் போது உங்கள் அனுபவம் எப்படி இருந்தது?

Efficient, smooth process					
Clean, hygienic booking office					
Safe and secured environment					
Correct information about rates, trains, etc.					
Correct prices and billing					
Error free payments					

திறமையான, கனிவான சேவை					
சுத்தமான, சுகாதாரமான முன்பதிவு அலுவலகம்					
பாதுகாப்பான மற்றும் பயமற்ற சூழல்					
கட்டணங்கள், ரயில்கள் போன்றவற்றைப் பற்றிய சரியான தகவல்.					
சரியான கட்டணம் மற்றும் பில்லிங்					
பிழையற்ற பணம் செலுத்தும் முறை					

5. What was your experience while loading / unloading your parcel?

5. உங்கள் பார்சலை ஏற்றும் / இறக்கும் போது உங்கள் அனுபவம் எப்படி இருந்தது?

Information about arrival / departure of parcel						
Time available to load / unload						
Help in case of over carriage						
Availability of help in the form of laborers / loaders						
Security						
Compensation in case of damages						
பார்சல் வருகை /டிஸ்பேச் பற்றிய தகவல்						
ஏற்றுவதற்கு / இறக்குவதற்குமான நேர விபரம்						
அதிக சுமை இருக்கும் போது உதவி						
உதவிக்காக தொழிலாளர்கள் / சுமை ஏற்றுபவர்கள் கிடைப்பது						

பாதுகாப்பு						
ஏதேனும் சேதம் ஏற்பட்டால் ஈட்டு தொகை						

6. With whom did you interact with? What was your experience with them?

6. நீங்கள் யாருடன் தொடர்பு கொண்டீர்கள்? அவர்களுடன் உங்கள் அனுபவம் எப்படி இருந்தது?

Parcel booking staff						
Parcel Helpers (Packers, loaders, etc.)						
Outsourced staff						
Parcel Supervisor / Senior Officers						

பார்சல் முன்பதிவு ஊழியர்கள்						
பார்சல் உதவியாளர்கள் (பேக்கர்ஸ், லோடர்கள் போன்றவர்கள்)						
அவுட்சோர்ஸ் ஊழியர்கள்						

7. Overall, how you would rate the Indian Railways staff?

7. ஒட்டுமொத்தமாக, இந்திய ரயில்வே ஊழியர்களை எப்படி மதிப்பிடுவீர்கள்?

	High	Medium	Low
Polite and Courteous			
Professional & Efficient			
Helpful			
Solves my problem			

	சிறப்பு	சுமார்	மோசம்
கண்ணியமான மற்றும் மரியாதையானவர்கள்			
தொழில்முறை வல்லுநர்கள் & திறமையானவர்கள்			
உதவும் எண்ணம் கொண்டவர்கள்			
என் பிரச்சனையை தீர்க்க உதவினர்			

8.. Did you face any of these issues while managing your operations?

8. உங்கள் செயல்பாடுகளை செயல்படுத்திய போது கீழ்க்கண்ட ஏதேனுமொரு சிக்கல்களை நீங்கள் எதிர்கொண்டீர்களா?

Staff asked for gratification		
Staff had middle men / touts involved		
Theft and pilferage was high		

ஊழியர்கள் திருப்தி ஏற்பட்டதா எனக் கேட்டனர்		
ஊழியர்கள் சுமாரான திறமையுடன் இருந்தனர் / சந்தேகங்களை கொண்டிருந்தனர்		
திருட்டு மற்றும் கொள்ளை அதிகமாக இருந்தது		

Questionnaire - Telugu

QUESTIONNAIRE 1: TICKET BOOKING EXPERIENCE

ప్రశ్నావళి 1: టికెట్ బుకింగ్ ఎక్స్‌పీరియెన్స్

1. Profile of Respondent (Multiple selection permitted)

- ☐ Woman
- ☐ Senior Citizen
- ☐ Student
- ☐ Salaried Professional
- ☐ Businessman / Trader
- ☐ Divyangjan
- ☐ Unemployed
- ☐ Other

1. ప్రతిస్పందకుని యొక్క ప్రొఫైల్ (మల్టీపుల్ సెలక్షన్స్) బహుళ ఎంపిక అనుమతించబడింది)

- ☐ మహిళ
- ☐ సీనియర్ సిటిజన్
- ☐ విద్యార్థి
- ☐ వేతనం కలిగిన నిపుణుడు
- ☐ వ్యాపారవేత్త / ట్రేడర్
- ☐ దివ్యాంగులు
- ☐ నిరుద్యోగి
- ☐ ఇతరులు

2. Which Train did you book?

- ☐ Express
- ☐ Mail
- ☐ Intercity
- ☐ Shatabdi
- ☐ Rajdhani
- ☐ Duronto
- ☐ Garib Rath
- ☐ Passenger
- ☐ Holiday Special

2. మీరు ఏ రైలును బుక్ చేశారు?

- ☐ ఎక్స్‌ప్రెస్

- ☐ మెయిల్
- ☐ ఇంటర్నెట్
- ☐ శతాబ్ది
- ☐ రాజధాని
- ☐ దురంతో
- ☐ గరీబ్ రథ్
- ☐ ప్యాసింజర్
- ☐ హాబీడ్ స్పెషల్

3. If you booked the tickets online, what was your experience with the different aspects of ticketbooking?

	Excellent	Good	Average	Poor	Very Poor
Searching for trains					
Trains availability enquiry					
Booking the tickets					
Payments					
Making any complaints & getting a Response					

3. ఒకవేళ మీరు ఆన్‌లైన్‌లో టికెట్‌లను బుక్ చేసుకున్నట్లయితే, టికెట్ బుకింగ్ యొక్క విభిన్న భావనలతో మీ అనుభవం ఏమిటి?

	చాలా బాగుంది	బాగుంది	పరవాలేదు	బాగాలేదు	అస్సలు బాగాలేదు
రైల్వ కోసం వెతకడం					
రైల్వ లభ్యత విచారణ					
టికెట్లను బుక్ చేయడం					
చెల్లింపులు					
ఏవైనా ఫిర్యాదులు చేయడం మరియు ప్రతిస్పందన పొందడం					

4.If you booked the tickets at the booking counter, how would you rate the quality of your interaction and service provided by the Indian Railways staff at the counter?

						Did not use
Polite and courteous						
Professional						
Helpful						
Solved my queries / problems						

4.ఒకవేళ మీరు బుకింగ్ కౌంటర్ వద్ద టికెట్లను బుక్ చేసుకున్నట్లయితే, కౌంటర్ వద్ద భారతీయ రైల్వే సిబ్బంది యొక్క సహజమైన మరియు సేవ యొక్క నాణ్యతను మీరు ఏవిధంగా రేట్ చేస్తారు?

						ఉపయోగించలేదు
--	--	--	--	--	--	--------------

మర్యాదపూర్వకమైన మరియు స్నేహపూర్వకంగా						
ప్రోఫెషనల్						
ఉపయోగకరంగా ఉంది						
నా విచారణలను / సమస్యలను పరిష్కరించారు						

5. Did you find the right and useful information from the different reservation enquiry and information services at the station / reservation counter?

						Didn't see/ Didn't use
Clear, complete information						
Clean, hygienic booking office						
Well maintained working systems						
Sense of security and safe environment						

5. స్టేషన్/రిజర్వేషన్ కౌంటర్ వద్ద విభిన్న రిజర్వేషన్ విచారణ మరియు సమాచార సేవల నుంచి సరైన మరియు

ఉపయోగకరమైన సమాచారాన్ని మీరు తెలుసుకున్నారా ?

						చూడలేదు/ ఉపయోగించలేదు
స్పష్టమైన, పూర్తి సమాచారం						
శుభ్రమైన, ఆరోగ్యకరమైన బుకింగ్ ఆఫీసు						
బాగా పనిచేసే వ్యవస్థలు						
భద్రత మరియు సురక్షిత వాతావరణం యొక్క భావన						

6. Do these statements reflect your experience of ticket booking?

	Yes	No
I got the ticket of my choice without any hassle		
I did not have to spend too much time while booking the tickets		
I found the ticketing process smooth and very efficient		
I got all the help I wanted from the staff / website		

6. ఈ స్టేట్మెంట్లు టికెట్ బుకింగ్కు సంబంధించిన మీ ఎక్స్పీరియెన్స్ను ప్రతిబింబిస్తాయా?

	అవును	లేదు
ఎలాంటి అవాంతరాలు లేకుండా నాకు నచ్చిన టికెట్ని నేను పొందాను.		
టికెట్లు బుక్ చేసేటప్పుడు నేను ఎక్కువ సమయం గడపాల్సిన అవసరం రాలేదు		
టికెట్ బుక్ చేసే ప్రక్రియ సజావుగా మరియు చాలా సమర్థవంతంగా ఉన్నట్లుగా నేను తెలుసుకున్నాను .		
సిబ్బంది/వెబ్సైట్ నుంచి నేను కోరుకున్న అన్ని సహాయాన్ని నేను పొందాను.		

2: PASSENGER EXPERIENCE IN THE TRAIN

2: రైలులో ప్యాసింజర్ ఎక్స్‌పీరియెన్స్

1..Profile of Respondent (Multiple selection permitted)

- ☐ Woman
- ☐ Senior Citizen
- ☐ Student
- ☐ Salaried Professional
- ☐ Businessman / Trader
- ☐ Divyangjan
- ☐ Unemployed
- ☐ Other

1.ప్రతిస్పందకుని యొక్క ప్రొఫైల్ (మల్టీపుల్ సెలెక్షన్) బహుళ ఎంపిక అనుమతించబడింది)

- ☐ మహిళ
- ☐ సీనియర్ సిటిజన్
- ☐ విద్యార్థి
- ☐ వేతనం కలిగిన నిపుణుడు
- ☐ వ్యాపారవేత్త / ట్రేడర్
- ☐ దివ్యాంగులు
- ☐ నిరుద్యోగి
- ☐ ఇతరులు

2. Which Train did you book?

- ☐ Express
- ☐ Mail
- ☐ Intercity
- ☐ Shatabdi
- ☐ Rajdhani
- ☐ Duronto
- ☐ Garib Rath
- ☐ Passenger
- ☐ Holiday Special

2.మీరు ఏ రైలును బుక్ చేశారు?

- ☐ ఎక్స్‌ప్రెస్
- ☐ మెయిల్
- ☐ ఇంటర్‌సిటీ

- ☐ శతాబ్ది
- ☐ రాజధాని
- ☐ దురంతో
- ☐ గరీబ్ రథ్
- ☐ ప్యాసింజర్
- ☐ హాబీడ్ స్పెషల్

3. What was your experience using the different facilities inside the train?

Lighting						
Compartment (cleanliness)						
Toilets & Wash basin						
Seat / Berth						
Air-conditioner / Fan						
General Furniture						
Pantry car / Dining car						

3. రైలు లోపల ఉండే విభిన్న సౌకర్యాల గురించి మీ ఎక్స్‌పీరియెన్స్ ఏమిటి?

లైటింగ్						
కంపార్ట్‌మెంట్ (పరిశుభ్రత)						
టాయిలెట్‌లు మరియు వాష్ బేసిన్						
సీటు/బెర్త్						
ఎయిర్-కండిషనర్/ఫ్యాన్						
జనరల్ ఫర్నిచర్						
ప్యాన్ట్రీ కారు/డైనింగ్ కారు						

4. Did you use any of these services on the train? What was your

Changing seat / berth						
WiFi						
Catering						
Bed roll						
Filing a complaint and getting an action						

experience?

4. రైలులో ఈ సర్వీసులలో దేనినైనా మీరు ఉపయోగించారా? మీ ఎక్స్‌పీరియెన్స్ ఏమిటి?

సీటు/బెర్తును మార్చడం						
వైఫై						
క్యాటరింగ్						
బెడ్ రోల్						
ఫిర్యాదును ఫైల్ చేయడం మరియు దానిపై చర్య తీసుకోవడం						

5. Did you interact with any Indian Railway staff? How did they behave with you?

	Helpful, solved my problems	Polite and Professional	Diverted the issue to someone else	Rude and bad behavior	Created trouble for passengers	Didn't interact / Didn't see
Ticket Examiner						
RPF / Police						
Compartment Attendant staff (Cleaner, bedroll, etc.)						
Catering / Pantry car staff						
Any other Railways staff						

5. మీరు ఎవరైనా భారతీయ రైల్వే సిబ్బందితో ఇంటరాక్ట్ అయ్యారా? వారు మీతో ఎలా ప్రవర్తించారు?

	సహాయపడ్డారు, నా సమస్యలను పరిష్కరించారు	మర్యాదపూర్వకంగా మరియు ప్రొఫెషనల్గా వుంది	వేరొకరికి సమస్యను డైవర్ట్ చేశారు	మొరటుగా మరియు చెడ్డగా ప్రవర్తించారు	ప్యాసింజర్స్ కు సమస్య సృష్టించారు	ఇంటరాక్ట్ కాలేదు / పట్టించుకోలేదు
టికెట్ ఎగ్జామినర్						
ఆర్ పిఎఫ్/ పోలీస్						
కంపార్ట్ మెంట్ అటెండెంట్ సిబ్బంది (క్లీనర్, బెడ్ రోల్ మొదలైనవి)						
క్యాటరింగ్/ప్యాంట్రీ కార్ సిబ్బంది						
ఇతర రైల్వే సిబ్బంది						

6.. Do these statement describe your experience?

6.. ఈ ప్రకటనలు మీ అనుభవాన్ని వివరిస్తాయా?

			Not applicable
I was able to board the train and find my seat without any hassle			
I could get a seat of my choice			

The TTE helped me tremendously			
I had a comfortable and clean travel in the train			
I had a safe and secured time in the train with the RPF staff providing Security			

			వర్తించదు
ఎలాంటి ఇబ్బంది లేకుండా రైలు ఎక్కి సీటు వెతుక్కోగలిగాను			
నాకు నచ్చిన సీటు పొందగలిగాను			
టీటీఈ నాకు బాగా సహకరించారు			
నేను రైలులో సౌకర్యవంతమైన మరియు స్వచ్ఛమైన ప్రయాణాన్ని చేశాను			
RPF సిబ్బంది సహాయంతో నేను రైలులో జాగ్రత్తగా మరియు సురక్షితమైన సమయాన్ని గడిపాను			

3: EXPERIENCE BEFORE BOARDING THE TRAIN

3: రైలు ఎక్కడానికి ముందు మీ అనుభవం

1..Profile of Respondent (Multiple selection permitted)

- ☐ Woman
- ☐ Senior Citizen
- ☐ Student
- ☐ Salaried Professional
- ☐ Businessman / Trader
- ☐ Divyangjan
- ☐ Unemployed
- ☐ Other

1.ప్రతిస్పందకుని యొక్క ప్రొఫైల్ (మల్టీపుల్ సెలెక్షన్) బహుళ ఎంపిక అనుమతించబడింది)

- ☐ మహిళ
- ☐ సీనియర్ సిటిజన్
- ☐ విద్యార్థి
- ☐ వేతనం కలిగిన నిపుణుడు
- ☐ వ్యాపారవేత్త / ట్రేడర్
- ☐ దివ్యాంగులు
- ☐ నిరుద్యోగి
- ☐ ఇతరులు

2.. Which Train did you book?

- ☐ Express
- ☐ Mail
- ☐ Intercity
- ☐ Shatabdi
- ☐ Rajdhani
- ☐ Duronto
- ☐ Garib Rath
- ☐ Passenger
- ☐ Holiday Special

2.మీరు ఏ రైలును బుక్ చేశారు?

- ☐ ఎక్స్‌ప్రెస్
- ☐ మెయిల్
- ☐ ఇంటర్సిటీ

- ☐ శతాబ్ది
- ☐ రాజధాని
- ☐ దురంతో
- ☐ గరీబ్ రథ్
- ☐ ప్యాసింజర్
- ☐ హాబీడ్ స్పెషల్

3. Did you use any of these facilities at the railway station? What was your experience?

Drinking Water						
Foot Over Bridge						
Waiting Room / Dormitory						
Food & Refreshments						
Toilets						
WiFi						
ATM						
Direction signboards / digital displays						
Station Announcements						
Parking Facilities						

3. రైల్వే స్టేషన్ లో ఈ సౌకర్యాలలో దేనినైనా మీరు ఉపయోగించారా? మీ అనుభవం ఏమిటి?

త్రాగునీరు (డ్రైంకింగ్ వాటర్)						
ఫుట్ ఓవర్ బ్రిడ్జ్						
వెయిటింగ్ రూమ్/డార్మిటరీ						
ఆహారం మరియు రిఫ్రెష్మెంట్లు						
మరుగుదొడ్లు						
వైఫై						
ATM						
డైరక్షన్ గుర్తు బోర్డులు/డిజిటల్ డిస్ ప్లేలు						
స్టేషన్ ప్రకటనలు						
పార్కింగ్ సౌకర్యాలు						

4. Did you use any of the services given below? What was your experience?

Enquiry Services						

Complaint / Feedback with the Station Master						
Luggage Booking						
Divyangjan facilities / services						
Left Luggage Locker/Cloak Room						
Medical Services / Emergency						

4. క్రింద ఇవ్వబడ్డ సేవల్లో దేనినైనా మీరు ఉపయోగించారా? మీ అనుభవం ఏమిటి?

విచారణ సేవలు (ఎంక్వైరీ సర్వీసులు)						
స్టేషన్ గురించి ఫిర్యాదులు / స్టేషన్ మాస్టర్ ఫీడ్ బ్యాక్						
లగేజీ బుకింగ్						
దివ్యాంగులు సౌకర్యాలు / సేవలు						
మిగిలిన లగేజీ లాకర్ / క్లౌక్ రూమ్						
వైద్య సేవలు / అత్యవసర సేవలు						

5. Did you interact with the following at the Station? What was your experience?

Station Master						
Enquiry Clerk						
Train Examiner						
Sahayaks/Porters						
Waiting Room staff						
Luggage services staff						
Staff at the shops, restaurants and stalls						

5. స్టేషన్ వద్ద క్రింద పేర్కొన్నవారితో మీరు ఇంటరాక్ట్ అయ్యారా? అయితే మీ అనుభవం ఏమిటి?

స్టేషన్ మాస్టర్						
ఎంక్వైరీ క్లర్క్						
ట్రైన్ ఎగ్జామినర్						
సహాయకులు/పోర్టర్లు						
వెయిటింగ్ రూమ్/డార్మిటరీ సిబ్బంది						
లగేజీ సేవల సిబ్బంది						
షాపులు, రెస్టారెంట్లు మరియు స్టాల్స్ వద్ద సిబ్బంది						

6.. Do these statement describe your experience?

6.. ఈ ప్రకటనలు మీ అనుభవాన్ని వివరిస్తాయా?

I got all the right information needed for boarding my train		
I had a safe and smooth boarding experience		
I was treated professionally and with respect by the Indian Railways staff		
I felt safe and secured at the railway station		

నాకు రైలు ఎక్కడానికి అవసరమైన సరైన సమాచారం నాకు లభించింది.		
నాకు సురక్షితమైన మరియు మృదువైన బోర్డింగ్ అనుభవం కలిగింది		
భారతీయ రైల్వే సిబ్బంది నన్ను ప్రొఫెషనల్ గా మరియు గౌరవంగా చూసుకున్నారు		
నేను రైల్వే స్టేషన్ వద్ద జాగ్రత్తగా మరియు సురక్షితంగా ఉన్నట్లుగా భావించాను		

4: EXPERIENCE AFTER DE-BOARDING FROM THE TRAIN

4: రైలు నుంచి దిగిన తరువాత మీ అనుభవం

1..Profile of Respondent (Multiple selection permitted)

- ☐ Woman
- ☐ Senior Citizen
- ☐ Student
- ☐ Salaried Professional
- ☐ Businessman / Trader
- ☐ Divyangjan
- ☐ Unemployed
- ☐ Other

1.ప్రతిస్పందకుని యొక్క ప్రొఫైల్ (మల్టీపుల్ సెలెక్షన్) బహుళ ఎంపిక అనుమతించబడింది)

- ☐ మహిళ
- ☐ సీనియర్ సిటిజన్
- ☐ విద్యార్థి
- ☐ వేతనం కలిగిన నిపుణుడు
- ☐ వ్యాపారవేత్త / ట్రేడర్
- ☐ దివ్యాంగులు
- ☐ నిరుద్యోగి
- ☐ ఇతరులు

2.. Which Train did you book?

- ☐ Express
- ☐ Mail
- ☐ Intercity
- ☐ Shatabdi
- ☐ Rajdhani
- ☐ Duronto
- ☐ Garib Rath
- ☐ Passenger
- ☐ Holiday Special

2.మీరు ఏ రైలును బుక్ చేశారు?

- ☐ ఎక్స్‌ప్రెస్
- ☐ మెయిల్

- ☐ ఇంటర్సెటీ
- ☐ శతాబ్ది
- ☐ రాజధాని
- ☐ దురంతో
- ☐ గరీబ్ రథ్
- ☐ ప్యాసింజర్
- ☐ హాశీడ్ స్పెషల్

3. Did you use any of these facilities at the railway station? What was your experience?

Drinking Water						
Foot Over Bridge						
Waiting Room / Dormitory						
Food & Refreshments						
Toilets						
WiFi						
ATM						
Direction signboards / digital displays						
Station Announcements						
Parking Facilities						

3. రైల్వే స్టేషన్ లో ఈ సౌకర్యాలలో దేనినైనా మీరు ఉపయోగించారా? మీ అనుభవం ఏమిటి?

త్రాగునీరు (డ్రింకింగ్ వాటర్)						
ఫుట్ ఓవర్ బ్రిడ్జ్						
వెయిటింగ్ రూమ్/డార్మిటరీ						
ఆహారం మరియు రిఫ్రెష్మెంట్లు						
మరుగుదొడ్లు						
వైఫై						
ATM						
డైరక్షన్ గుర్తు బోర్డులు/డిజిటల్ డిస్ ప్లేలు						
స్టేషన్ ప్రకటనలు						
పార్కింగ్ సౌకర్యాలు						

4. Did you use any of the services given below? What was your experience?

4. క్రింద ఇవ్వబడ్డ సేవల్లో దేనినైనా మీరు ఉపయోగించారా? మీ అనుభవం ఏమిటి?

Enquiry Services						
Complaint / Feedback with the Station Master						
Luggage Booking						
Divyangjan facilities / services						
Left Luggage Locker						
Medical Services / Emergency						
Taxi / Auto services						

విచారణ సేవలు (ఎంక్వైరీ సర్వీసులు)						
ఫిర్యాదులు / స్టేషన్ మాస్టర్ తో ఫీడ్ బ్యాక్						
లగేజీ బుకింగ్						
దివ్యాంగులు సౌకర్యాలు/సేవలు						
వదిలిపెట్టిన లగేజీ లాకర్						
వైద్య సేవలు/అత్యవసర సేవలు						
టాక్సీ/ఆటో సర్వీసులు						

5. Did you interact with the following at the Station? What was your experience?

Station Master						
Enquiry Clerk						
Train Examiner						
Sahayaks/Porters						
Waiting Room staff						
Luggage services staff						
Staff at the shops, restaurants and stalls						

5. స్టేషన్ వద్ద క్రింద పేర్కొన్నవారితో మీరు ఇంటరాక్ట్ అయ్యారా? అయితే మీ అనుభవం ఏమిటి?

స్టేషన్ మాస్టర్						
ఎంక్వైరీ క్లర్క్						
ట్రైన్ ఎగ్జామినర్						
సహాయకులు/పోర్టర్లు						
వెయిటింగ్ రూమ్/డార్మిటరీ సిబ్బంది						
లగేజీ సేవల సిబ్బంది						

పాపులు, రెస్టారెంట్లు మరియు ప్లాట్స్ వద్ద సిబ్బంది						
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6.. Do these statements describe your experience?

6.. ఈ ప్రకటనలు మీ అనుభవాన్ని వివరిస్తాయా?

I reached my destination station safely		
I got down from the train smoothly and without any delay		
I was able leave the platform and station without any trouble		
I found my preferred transport from the station to my home / hotel / office		

నేను సురక్షితంగా గమ్యస్థానానికి చేరుకున్నాను		
నేను రైలు నుండి సాఫీగా మరియు ఎటువంటి ఆలస్యం లేకుండా దిగాను		
నేను ఎలాంటి ఇబ్బంది లేకుండా ప్లాట్‌ఫారం మరియు స్టేషన్ నుండి వెళ్ళగలిగాను .		
స్టేషన్ నుంచి నా ఇల్లు/హోటల్/ఆఫీసుకు నేను ఇష్టపడే రవాణాను నేను ఎంచుకున్నాను .		

5: GOODS SERVICES

5: గూడ్స్ సర్వీసులు

1. Name of the Goods shed / Freight Terminal where you are a regular customer.

Your Answer –

1. మీరు రెగ్యులర్ కస్టమర్ గా ఉన్నటువంటి గూడ్స్ షెడ్/ఫ్రైట్ టెర్మినల్ యొక్క పేరు
మీ సమాధానం -

2. Profile (to be filled by the survey taker)

- ☐ Consignor
- ☐ Consignee
- ☐ Endorsee
- ☐ Handling Agent
- ☐ Trucker

2. ప్రొఫైల్ (సర్వే టేకర్ ద్వారా నింపాలి)

- ☐ రవాణాదారుడు (కన్సైగ్నర్)
- ☐ సరుకును పొందేవారు (కన్సైగ్నీ)
- ☐ ఆమోదించువారు
- ☐ నిర్వహించే ఏజెంట్ (హ్యాండిల్లింగ్ ఏజెంట్)
- ☐ ట్రక్డ్ర

3. What was your experience at the time of booking, billing and monitoring of your freight?

Clear information on rates, discounts, rebates, etc.						
Smooth Online booking system						
Error free Payment system						
Delivery of Railway Receipt & other important documents						
Correct, accurate billing						
Online monitoring & tracking system						

3. మీ ఫ్రైట్ బుకింగ్, బిల్లింగ్ మరియు మానిటరింగ్ సమయంలో మీ అనుభవం ఏమిటి?

రేట్లు, డిస్కాంట్లు మరియు రిబేట్ల పై స్పష్టమైన సమాచారం,						
సులభమైన ఆన్లైన్ బుకింగ్ సిస్టమ్						
లోపం లేని పేమెంట్ సిస్టమ్						
రైల్వే రసీదు మరియు ఇతరాల ముఖ్యమైన పత్రాల యొక్క డెలివరీ						

సరైన, ఖచ్చితమైన బిల్లింగ్						
ఆన్‌లైన్ మానిటరింగ్ & ట్రాకింగ్ సిస్టమ్						

4.What is your experience at the time of loading/unloading of your freight?

Information about arrival / departure of rakes						
Access to goods terminal for trucks / other vehicles						
Safe hygienic working conditions for labourers / loaders						
Help from Railways staff in case of any difficulty / Issue						
Correct billing of demurrage / wharfage						
Overall ambience lighting & security in the area						

4.మీ సరుకును లోడింగ్/అన్‌లోడింగ్ చేసే సమయంలో మీ అనుభవం ఏమిటి?

రేక్ ల యొక్క రాక/పోకల గురించి సమాచారం						
ట్రక్కులు/ఇతర వాహనాలు కోసం గూడ్స్ టెర్మినల్‌కు దారి						
కార్మికుల, లోడ్ చేయు వారి కోసం సురక్షితమైన పరిశుభ్రమైన పని పరిస్థితులు						
ఏదైనా ఇబ్బంది ఉన్నట్లయితే రైల్వే సిబ్బంది నుంచి సాయం/జారీ చేయుట						
డీమురేజ్/వార్ఫేజ్ యొక్క సరైన బిల్లింగ్						
మొత్తం ప్రాంతంలో వాతావరణం, లైటింగ్, మరియు భద్రత						

5.Which Railway staff did you interact with? What was your experience with them?

Commercial staff at the Goodshed/ Terminal					
Staff at the Station (Eg., SM)					
Senior Railways officers					

5.మీరు ఏ రైల్వే సిబ్బందితో ఇంటరాక్ట్ అయ్యారు? వారితో మీ అనుభవం ఏమిటి?

గూడ్ షెడ్/టెర్మినల్ వద్ద కమర్షియల్ సిబ్బంది					
స్టేషన్ వద్ద సిబ్బంది (ఉదా., SM)					
సీనియర్ రైల్వే అధికారులు					

6. Overall, how you would rate the Indian Railways staff?

	High	Medium	Low
Polite and Courteous			
Professional & Efficient			
Helpful			
Solves my problem			

6. మొత్తం మీద, భారతీయ రైల్వే సిబ్బందికి మీరు ఏవిధంగా రేటింగ్ ఇస్తారు?

	ఎక్కువ	మధ్యస్థం	తక్కువ
మర్యాదపూర్వకమైన మరియు స్నేహపూర్వకంగా ఉన్నారు			
ప్రోఫెషనల్ మరియు సమర్థంగా ఉన్నారు			
ఉపయోగకరంగా ఉంది			
నా సమస్యను పరిష్కరించ బడింది			

7. Did you face any of these issues while managing your operations?

Staff asked for gratification		
Staff had middle men / touts involved		
Theft and pilferage was high		

7. మీ కార్యకలాపాలను నిర్వహించేటప్పుడు ఈ సమస్యల్లో దేనినైనా మీరు ఎదుర్కొన్నారా?

సిబ్బంది లంచం అడిగారు		
సిబ్బందిలో మధ్యవర్తులు/టౌట్ లు ఉన్నారు		
దొంగతనం మరియు దోచుకోవడం ఎక్కువగా ఉండేవి		

6: PARCEL SERVICES

6: పార్సల్ సర్వీసులు

1. Name of the station / parcel office recently visited.

1. ఇటీవల సందర్శించిన స్టేషన్/పార్సల్ ఆఫీసు పేరు.

2..Profile of Respondent (Multiple selection permitted)

- ☐ Woman
- ☐ Senior Citizen
- ☐ Student
- ☐ Salaried Professional
- ☐ Businessman / Trader
- ☐ Divyangjan
- ☐ Other

2.ప్రతిస్పందకుని యొక్క ప్రొఫైల్ (మల్టీపుల్ సెలక్షన్) బహుళ ఎంపిక అనుమతించబడింది)

- ☐ మహిళ
- ☐ సీనియర్ సిటిజన్
- ☐ విద్యార్థి
- ☐ వేతనం కలిగిన నిపుణుడు
- ☐ వ్యాపారవేత్త / ట్రేడర్
- ☐ దివ్యాంగులు
- ☐ ఇతరులు

3. Type of parcel booked

- ☐ Personal luggage e.g. bike, furniture, appliance, etc. (for shifting)
- ☐ Business / Trade-products for the market
- ☐ Courier consignment - packages of customers
- ☐ Special consignment - for some event or occasion

3. బుక్ చేయబడ్డ పార్సల్ రకం

- ☐ వ్యక్తిగత లగేజీ ఉ:- బైక్, ఫర్నిచర్, అప్లయన్స్ మొదలైనవి(షిఫ్టింగ్ కోసం)
- ☐ బిజినెస్/ట్రేడ్ వస్తువుల మార్కెట్ కోసం
- ☐ సరకు కొరియర్ - కస్టమర్ల యొక్క ప్యాకేజీలు
- ☐ ముక్కమైన సరకు - ఏదైనా ఈవెంట్ లేదా సందర్భం కోసం

4. What was your experience while booking your parcel / luggage?

Efficient, smooth process					
Clean, hygienic booking office					
Safe and secured environment					
Correct information about rates, trains, etc.					
Correct prices and billing					
Error free payments					

4. మీ పార్సల్/లగేజీని బుక్ చేసేటప్పుడు మీ అనుభవం ఏమిటి?

సమర్థవంతమైన, మృదువైన ప్రక్రియ					
శుభ్రమైన, ఆరోగ్యకరమైన బుకింగ్ ఆఫీసు					
జాగ్రత్త మరియు సురక్షితమైన వాతావరణం					
రేట్లు, రైళ్లు మొదలైన వాటి గురించి సరైన సమాచారం.					
సరైన ధరలు మరియు బిల్లింగ్					
లోపం లేని పేమెంట్					

5. What was your experience while loading / unloading your parcel?

Information about arrival / departure of parcel						
Time available to load / unload						
Help in case of over carriage						
Availability of help in the form of laborers / loaders						
Security						
Compensation in case of damages						

5. మీ పార్సల్ లోడ్/అన్ లోడింగ్ చేసేటప్పుడు మీ అనుభవం ఏమిటి?

రేక్ ల యొక్క రాక/పోకల గురించి సమాచారం						
లోడ్/అన్లోడ్ చేయడానికి లభ్యం అయ్యే సమయం						
అదీక సామాను ఉన్నప్పుడు సహాయం						
కూలీలు/లోడర్ల సాయం లభ్యత						
సెక్యూరిటీ						
డ్యామేజీలు జరిగినట్లయితే నష్టపరిహారం						

6. With whom did you interact with? What was your experience with them?

Parcel booking staff						
Parcel Helpers (Packers, loaders, etc.)						
Outsourced staff						
Parcel Supervisor / Senior Officers						

6. మీరు ఎవరితో ఇంటరాక్ట్ అయ్యారు? వారితో మీ అనుభవం ఏమిటి?

పార్సల్ బుకింగ్ సిబ్బంది						
పార్సల్ హెల్పర్లు (ప్యాకర్లు, లోడర్లు మొదలైనవి)						
ఔట్ సోర్సింగ్ సిబ్బంది						
పార్సల్ సూపర్ వైజర్/సీనియర్ ఆఫీసర్						

7. Overall, how you would rate the Indian Railways staff?

	High	Medium	Low
Polite and Courteous			
Professional & Efficient			
Helpful			
Solves my problem			

7. మొత్తం మీద, భారతీయ రైల్వే సిబ్బందికి మీరు ఏవిధంగా రేటింగ్ ఇస్తారు?

	ఎక్కువ	మధ్యస్థం	తక్కువ
మర్యాదపూర్వకమైన మరియు స్నేహపూర్వకంగా ఉన్నారు			
ప్రోఫెషనల్ మరియు సమర్థంగా ఉన్నారు			
ఉపయోగకరంగా ఉంది			
నా సమస్యను పరిష్కరించ బడింది			

8. Did you face any of these issues while managing your operations?

Staff asked for gratification		
Staff had middle men / touts involved		
Theft and pilferage was high		

8. మీ కార్యకలాపాలను నిర్వహించేటప్పుడు ఈ సమస్యల్లో దేనినైనా మీరు ఎదుర్కొన్నారా?

సిబ్బంది లంచం అడిగారు		
సిబ్బందిలో మధ్యవర్తులు/టౌట్ లు ఉన్నారు		
దొంగతనం మరియు దోచుకోవడం ఎక్కువగా ఉండేవి		