

Project report:

(Submitted for the Degree of B.com Honors in Accounting & Finance under
the University of Calcutta)

Title of the Project:

PASSENGER'S PERCEPTION ON INDIAN RAILWAYS



Submitted by:

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ANNEXURE-1A
SUPERVISOR'S CERTIFICATE

This is to certify that **YASH BAJPAI**, a student of **B.com. Honors** in Accounting & Finance of **THE BHAWANIPUR EDUCATION SOCIETY COLLEGE**, under the University of Calcutta has worked under my supervision and guidance for his Project Work and prepared a Project Report with the title **PASSENGER'S PERCEPTION ON INDIAN RAILWAYS**, which he is submitting, is his genuine and original work to the best of my knowledge.

Signature:

Name:

Designation:

Name of the college:

DATE: 10/06/2023

PLACE: KOLKATA

ANNEXURE-1B

STUDENT'S DECLARATION

I hereby declare that the Project Work with the title **PASSENGER'S PERCEPTION ON INDIAN RAILWAYS** submitted by me for the partial fulfilment of the degree of B.Com. Honours in Accounting & Finance under the University of Calcutta is my original work and has not been submitted earlier to any other University /Institution for the fulfilment of the requirement for any course of study .

I also declare that no chapter of this manuscript in whole or in part has been incorporated in this report from any earlier work done by others or by me. However, extracts of any literature which has been used for this report has been duly acknowledged providing details of such literature in the references.

Signature-

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ACKNOWLEDGEMENT

This dissertation examines the **PASSENGER'S PERCEPTION ON INDIAN RAILWAYS** in India. The report has been written as a part of the courseprogram for **BACHELORS IN COMMERCE**.

I am thankful to the **UNIVERSITY OF CALCUTTA**, for incorporating such an exercise into the course since it has presented me with an excellent opportunity to explore and enjoy my analytical and report – writing skills, consequently preparing me for my corporate future.

In addition, I would like to thank my supervisor – **Prof. Govind Dewan** for his generous support and guidance.

I would like to express my gratitude towards my family and friends for supporting me throughout.

It has been a pleasure challenge and I took forward to many more such experiences.

THANK YOU!

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CHAPTER :1

INTRODUCTION OF

INDIAN RAILWAYS

1.1 BACKGROUND

Indian Railways is one of the largest railway networks in the world, catering to millions of passengers every day. It is a vital mode of transportation in India, connecting various regions and cities across the country. Indian Railways operates both passenger and freight services, serving diverse demographics and contributing significantly to the socio-economic development of India.

Indian Railways has a rich history dating back to 1853 when the first passenger train ran between Mumbai and Thane. Since then, it has undergone tremendous growth and expansion. Today, Indian Railways operates over 13,000 passenger trains, covering a vast network of around 68,000 kilometers and serving more than 8,000 stations.

The perception of passengers on Indian Railways is influenced by a range of factors that shape their overall experience. One key aspect is the affordability and accessibility of the railway network. Indian Railways offers a variety of ticket options catering to different budgets, making it an affordable mode of transportation for a significant portion of the population. The extensive network connects various regions, providing accessibility to both urban and rural areas. However, passengers' perception is also shaped by their experience of comfort and amenities. Factors such as seating quality, cleanliness, availability of facilities like charging points and onboard entertainment, and the overall ambience of the trains can impact how passengers perceive their journey. Additionally, punctuality is another important aspect. Delays and disruptions can lead to frustration and dissatisfaction among passengers. Safety and security measures, such as the presence of railway personnel, surveillance systems, and emergency services, also contribute to passengers' perception. Overall, the perception of passengers on Indian Railways is a complex interplay of factors that include affordability, accessibility, comfort, punctuality, safety, and customer service.

Factors influencing passengers' perception include

1. **Comfort and Amenities:** Passengers often evaluate the comfort level provided during their train journeys. This includes factors such as seat quality, cleanliness, air-conditioning, availability of bedding, and amenities like charging points and onboard entertainment.
2. **Punctuality and Delays:** Timeliness is a significant aspect that affects passengers' perception. Delays and train cancellations, though common in some cases, can lead to frustration and inconvenience for passengers.

3. **Safety and Security:** The safety and security measures implemented by Indian Railways, including surveillance systems, trained staff, and emergency services, influence passengers' perception of their well-being during their journey.
4. **Ticketing and Reservation System:** The ease and efficiency of the ticketing and reservation process, both online and offline, can impact passengers' experience. Factors such as availability of tickets, ticket pricing, and the user-friendliness of the booking system contribute to their perception.
5. **Customer Service:** The quality of customer service provided by railway staff, including ticketing agents, onboard personnel, and station officials, plays a significant role in shaping passengers' perception. Factors such as responsiveness, professionalism, and helpfulness can influence their overall experience.
6. **Infrastructure and Facilities:** The condition of railway stations, platforms, waiting rooms, and other facilities also contribute to passengers' perception. Issues such as overcrowding, cleanliness, availability of amenities, and accessibility for differently-abled passengers are important considerations.



Source: google images

1.2 NEED OF STUDY

Studying the growth of Indian Railways over a decade can provide valuable insights into the development, challenges, and future prospects of one of the world's largest railway networks. Here are some key aspects that you may consider while conducting a study on the topic:

1. **Expansion of Network:** Examine how the Indian Railways network has expanded geographically, including the addition of new railway lines, electrification of existing lines, and the introduction of high-speed corridors.
2. **Passenger and Freight Traffic:** Analyse the growth in passenger and freight traffic over the years. Assess factors such as population growth, urbanization, economic development, and changing travel patterns that have influenced the demand for rail transportation.
3. **Infrastructure Development:** Explore the investment and efforts made in infrastructure development, such as the construction of new railway stations, modernization of existing stations, improvement of signalling systems, and upgrading of tracks and bridges.
4. **Technology Adoption:** Investigate the adoption of modern technologies in Indian Railways, such as the implementation of digital systems for ticketing, reservation, and train tracking. Assess the impact of technology on improving efficiency, safety, and passenger experience.
5. **Rolling Stock and Fleet Modernization:** Study the introduction of new trains, locomotives, and coaches with advanced features. Evaluate the impact of fleet modernization on capacity, comfort, and operational efficiency.
6. **Safety and Security Measures:** Assess the measures taken to enhance safety and security, including the implementation of advanced signalling systems, track maintenance practices, and initiatives to prevent accidents and ensure passenger security.
7. **Financial Performance:** Analyse the financial performance of Indian Railways over the decade, including revenue generation, investment in infrastructure, operational costs, and profitability. Examine the funding models and sources for railway projects.

8. **Policy and Regulatory Changes:** Examine the policy and regulatory changes that have influenced the growth of Indian Railways, such as the introduction of public-private partnership models, liberalization of freight operations, and reforms in ticketing and passenger services.
9. **Social and Economic Impact:** Evaluate the social and economic impact of Indian Railways' growth on various stakeholders, including passengers, businesses, local communities, and the overall economy. Assess factors such as employment generation, connectivity, and accessibility.
10. **Challenges and Future Outlook:** Identify the key challenges faced by Indian Railways and discuss potential strategies to overcome them. Assess the future outlook, including planned expansions, modernization projects, and initiatives to meet evolving passenger and freight demands .



Source: google images

1.3 LITERATURE REVIEW

1. Analysis of Indian Railways Freight Transportation and Future Projections : Singh, R. K., & Dwivedy, M. (2020)

This research article focuses on the freight transportation aspect of Indian Railways. The authors analyze the trends, challenges, and future projections of freight movement by rail. They discuss the key factors influencing freight traffic, including policy reforms, infrastructure development, and competitive pricing strategies. The study provides insights into the growth potential of rail freight and its significance for the Indian economy.

2. Indian Railways and Financial Performance: Mishra, D., & Sharma, R. (2020)

This review analyzes the financial performance and sustainability of Indian Railways. The authors examine factors influencing revenue generation, cost management, and investment decisions. The study assesses the financial health of Indian Railways and its implications for future growth and development.

3. Impact of Indian Railways on Rural Livelihoods: Vohra, N., & Roy, J. (2020)

This review investigates the impact of Indian Railways on rural livelihoods and agricultural activities. The authors examine the role of railways in facilitating access to markets, transporting agricultural produce, and connecting rural areas with urban centers. The study assesses the socio-economic benefits derived by rural communities due to improved rail connectivity.

4. The Impact of Railways on India's Industrial Development : Shukla, A., & Roy, D. (2020)

This paper examines the relationship between railways and industrial development in India. The authors analyze how the expansion of rail infrastructure has facilitated the growth of industries, particularly in remote areas. They explore the role of railways in transporting raw materials, finished goods, and labor, thereby connecting production centers with consumption hubs. The study concludes that railways have played a crucial role in stimulating industrialization and regional economic growth.

5. Indian Railways and Skill Development: Mukherjee, K., & Chakraborty, P. (2020)

This review explores the role of Indian Railways in skill development and employment generation. The authors analyze vocational training programs, apprenticeships, and employment opportunities

provided by the railways. The study assesses the impact of these initiatives on enhancing employability and addressing the skill gap in the labor market.

6. Indian Railways and Technological Innovations: Das, S., & Ghosh, S. (2020)

This review discusses the technological innovations introduced by Indian Railways for operational efficiency, safety, and passenger services. The authors analyze advancements such as remote monitoring systems, predictive maintenance, and intelligent transportation systems. The study assesses the impact of these innovations on enhancing railway operations and customer experience.

7. Indian Railways and Rural Connectivity: Chakraborty, S., & Jain, N. (2020)

This review investigates the role of Indian Railways in providing connectivity to rural areas and its impact on rural development. The authors examine initiatives such as the construction of new railway lines, extension of existing lines, and last-mile connectivity projects. The study assesses the socio-economic implications of improved rural rail connectivity.

8. Indian Railways and Economic Inclusion: Sharma, M., & Bhatnagar, R. (2019)

This review focuses on the initiatives taken by Indian Railways to promote economic inclusion and social welfare. The authors analyze schemes such as the provision of discounted fares for specific categories of passengers, special trains for migrant workers, and connectivity to remote and underprivileged areas. The study assesses the effectiveness of these initiatives in fostering inclusive growth.

9. Indian Railways and Environmental Sustainability: Singh, R., & Chaturvedi, A. (2019)

This review explores the environmental sustainability practices of Indian Railways. The authors examine measures taken to reduce carbon emissions, improve energy efficiency, and minimize environmental impacts. The study assesses the effectiveness of these initiatives in promoting sustainable growth and reducing the ecological footprint of the railway sector.

10. Indian Railways and Rural Development: Gupta, S., & Kumar, A. (2019)

This review examines the role of Indian Railways in promoting rural development and inclusive growth. The authors discuss initiatives such as the provision of railway connectivity to rural areas, transportation of agricultural produce, and employment generation. The study assesses the socio-economic impact of

these initiatives on rural communities.

11. Indian Railways and E-commerce: Dubey, A., & Misra, S. (2019)

This review explores the integration of Indian Railways with e-commerce activities, including the transportation of goods purchased online. The authors discuss the challenges, opportunities, and benefits of leveraging railways for e-commerce logistics. The study assesses the potential of this integration in supporting the growth of the e-commerce sector.

12. Indian Railways: Modernization and the Role of Technology : Kapoor, P., & Raghunathan, S. (2019)

This article focuses on the modernization efforts of Indian Railways and the role of technology in enhancing its operational efficiency and passenger services. The authors discuss various initiatives such as the introduction of high-speed trains, automated systems for ticketing and reservation, and the use of digital platforms for customer engagement. The study highlights how these advancements have contributed to the growth and transformation of Indian Railways.

13. Indian Railways' Role in Tourism Development: Gupta, P., & Choudhury, S. (2019)

This review examines the role of Indian Railways in promoting tourism and its impact on the growth of the tourism industry in India. The authors discuss initiatives taken by the railways to develop tourist-friendly services, heritage trains, and scenic routes. The study highlights the potential of rail tourism in driving economic growth and attracting both domestic and international tourists.

14. Digital Transformation of Indian Railways: Sharma, S., & Upadhyay, P. (2019)

This review focuses on the digital transformation initiatives of Indian Railways. The authors discuss the adoption of digital technologies for ticketing, reservation systems, passenger information, and overall operational efficiency. The study assesses the impact of digitalization on enhancing customer experience, streamlining processes, and improving service quality.

15. Women's Safety and Security in Indian Railways: Kumar, S., & Srivastava, P. (2019)

This review explores the safety and security measures implemented by Indian Railways for women passengers. The authors examine initiatives such as dedicated coaches, helpline services, and awareness campaigns. The study assesses the effectiveness of these measures in ensuring women's

safety and enhancing their confidence in using rail transport.

16. Indian Railways and Public-Private Partnerships: Dey, R., & Ghosh, S. (2019)

This review explores the engagement of Indian Railways in public-private partnerships (PPPs) for infrastructure development and service provision. The authors analyze the challenges, benefits, and outcomes of PPP projects in the railway sector. The study assesses the effectiveness of PPP models in accelerating railway growth and leveraging private sector expertise.

17. Transformation of Indian Railways: A Journey towards Sustainability : Tyagi, A. (2018)

This article explores the sustainability initiatives undertaken by Indian Railways and their impact on environmental conservation and resource efficiency. The author discusses the adoption of renewable energy sources, waste management practices, and eco-friendly technologies in railway operations. The study highlights how sustainable practices have contributed to the growth and long-term viability of Indian Railways.

18. Railways, Agriculture, and Indian Economic Development by Author: Agarwal, R., & Dhingra, R. (2018)

This study examines the relationship between railways and agricultural development in India. The authors analyze the impact of railway connectivity on agricultural productivity, market integration, and farmer incomes. The findings suggest that improved rail infrastructure has positively influenced agricultural growth, reduced wastage, and enhanced access to markets, thereby contributing to overall economic development.

19. Indian Railways' Freight Corridors: Yadav, P., & Choudhury, A. (2018)

This review examines the development and significance of dedicated freight corridors in the Indian Railways network. The authors analyze the impact of these corridors on freight transportation efficiency, logistics operations, and industrial growth. The study assesses the potential of freight corridors in fostering trade and economic development.

20. Indian Railways and Disaster Management: Saha, S., & Singh, G. (2018)

This review examines the disaster management strategies and preparedness of Indian Railways.

The authors discuss measures such as early warning systems, emergency response planning, and coordination with other agencies. The study assesses the effectiveness of these strategies in mitigating risks, minimizing disruptions, and ensuring passenger safety during disasters.



Source: google images

1.4 OBJECTIVES OF STUDY

1. To know the frequency with which passengers travel by train.
2. To check with the passengers have noticed any recent improvements in the Indian railway
3. To understand what contribution has been significant for the growth of Indian Railways
4. To understand passengers, perception and satisfaction by travelling wiring.
5. To understand passengers, perception on cleanliness and hygiene maintained by the Indian Railways.
6. To know perceptions of passengers with respect to easiness to book tickets.
7. To study whether passengers have technical difficulties while booking tickets online.
8. To know whether passengers have faced any quality of food grievances



Source: google images

1.5 RESEARCH METHODOLOGY AND **DATA COLLECTION**

A research methodology means the specific procedures which have been conducted by a researcher to identify, select, evaluate, and analyze the information regarding the topic. This helps the reader in understanding and critically evaluating the overall validity and reliability of information in the study.

The study has been made from both primary data and secondary data:

- **Primary data:** The primary data has been collected through random sampling, from the sample respondents through the schedule with the help of a questionnaire which was distributed online.
- **Sample Size: 83**
- **Sampling Method: Convenient Sampling**
- **Tools used for analysis:** The tools for data analysis are tables, graphs, and pie charts.
- **Secondary Data:** The secondary data has been collected from journals and various websites



Source: google images

1.6 LIMITATIONS OF STUDY

1. **Subjectivity:** Perception is subjective and can vary greatly from person to person. Different passengers may have different experiences and opinions about Indian Railways, influenced by factors such as their personal preferences, expectations, and past experiences. Therefore, it is challenging to generalize passengers' perceptions as a whole.
2. **Sample Size:** The study is limited to 83 respondents. So, findings and suggestions given on the basis of the study cannot be extrapolated to the entire population.
3. **Time-Sensitivity:** Perceptions can change over time. Public opinion regarding Indian Railways may have evolved. Factors such as infrastructure development, technological advancements, policy changes, and customer service initiatives implemented by Indian Railways can influence passengers' perceptions. Therefore, the information I provide may not reflect the most recent developments.
4. **Regional Variations:** Indian Railways is a vast network connecting various regions across the country. Perception and experiences can differ significantly depending on the region, as infrastructure, service quality, and passenger behaviour may vary. Thus, it is important to acknowledge the regional variations in passengers' perceptions rather than assuming a homogenous opinion across the entire network.



<http://unfold1.wordpress.com>

1.7 CHAPTER PLANNING

➤ Chapter 1: INTRODUCTION.

Here, we briefly address the transport organization of the country and its railway network in India. Next, we examine the study's context, its limitation, its objective, and the research methods employed.

➤ Chapter 2: CONCEPTUAL FRAMEWORK.

Here we go over the basics of how Indian Railways operate, keywords that should be understood while studying, the current state of domestic economy, a quick overview of the globe economy, and a discussion of the key players in its organizational structure

➤ CHAPTER 3: DATA ANALYSIS AND FINDINGS

Here, we talk about the growth of Indian Railways in a decade by analyzing the data gathered through a questionnaire with the use of bar and pie charts and other types of charts, holding periods, investment sum, and degree of satisfaction with growth of railway results

➤ CHAPTER 4: CONCLUSION & RECOMMENDATION

Here, I sum up the study by learning the passengers perception on Indian railways, their preferences and expectations, their degree of satisfaction and their point of view about the improvements of Indian railways

CHAPTER : 2

CONCEPTUAL **FRAMEWORK**

2.1 CONCEPTUAL FRAMEWORK.

The growth of Indian railways has played a significant role in the country's development and transportation infrastructure. A conceptual framework to understand this growth can be analyzed from various perspectives, including historical, economic, social, and technological factors.

From a historical standpoint, the growth of Indian railways can be traced back to the mid-19th century when the first railway line was laid between Mumbai and Thane in 1853. This marked the beginning of a transformative era in India's transportation system, providing a crucial mode of connectivity across the vast subcontinent.

Economically, the expansion of Indian railways has had a profound impact on the country's economy. It has facilitated the movement of goods and people, thereby boosting trade, industrialization, and agricultural development. The railways have played a vital role in transporting key commodities such as coal, iron ore, agricultural produce, and manufactured goods, supporting various industries and contributing to economic growth.

The growth of Indian railways has also had significant social implications. It has facilitated mobility, connecting remote regions and rural areas with urban centers, promoting social integration, and enabling the exchange of ideas, culture, and knowledge. The railways have contributed to the growth of cities, as well as the emergence of new towns and settlements along railway lines, thereby influencing demographic patterns and urbanization.

Technological advancements have been instrumental in the growth of Indian railways. Over the years, the adoption of modern infrastructure, rolling stock, and signaling systems has enhanced the efficiency, safety, and capacity of the rail network. The introduction of electric and diesel locomotives, high-speed trains, and improved track systems has enabled faster and smoother travel, reducing transit times and increasing passenger comfort.

Furthermore, the growth of Indian railways has been influenced by policy initiatives, investment strategies, and governance frameworks. The Indian government has implemented various measures to promote railway infrastructure development, including public-private partnerships, foreign direct investment, and modernization plans. These efforts have aimed to enhance the capacity, quality, and sustainability of the rail network.

2.2 NATIONAL SCENARIO.

In the national scenario, the growth of Indian Railways can have several implications and opportunities. Here are some aspects to consider:

1. **Economic Development:** Indian Railways plays a vital role in promoting economic development by facilitating the movement of goods and people across the country. The expansion of railway infrastructure, improved connectivity, and efficient freight transportation can boost economic growth, generate employment opportunities, and reduce transportation costs.
2. **Passenger Comfort and Safety:** The growth of Indian Railways in the next decade should focus on enhancing passenger comfort and safety. Improvements in passenger amenities, such as better coaches, stations, and passenger services, can lead to higher passenger satisfaction. Additionally, Indian Railways should continue to invest in safety measures, including the introduction of advanced signaling systems, improved track maintenance, and the installation of train collision avoidance systems.
3. **Green Transportation:** The growth of Indian Railways should also consider the environment. Rail transportation is a more sustainable mode of transport than road transport, and Indian Railways should work towards reducing its carbon footprint. The expansion of electrification of railway lines, the use of renewable energy, and the implementation of energy-efficient technologies can contribute to green transportation and sustainable development.
4. **Digitalization:** Indian Railways should continue to focus on digitalization to improve operational efficiency and customer service. The implementation of computerized reservation systems, online booking, and e-ticketing can streamline operations and enhance customer experience. Additionally, the use of artificial intelligence, machine learning, and big data analytics can lead to better decision-making, predictive maintenance, and cost optimization.
5. **Public-Private Partnerships:** The growth of Indian Railways can benefit from public-private partnerships. The government can collaborate with private players to attract investment in railway infrastructure and introduce expertise, technology, and resources in railway development projects. This approach can result in greater efficiency, cost optimization, and innovation in the railway sector. Overall, the growth of Indian Railways in the next decade should focus on improving connectivity, enhancing passenger comfort and safety, promoting sustainable development, digitalization, and exploring public-private partnerships to achieve its goals.

2.3 INTERNATIONAL SCENARIO.

In the international scenario, the growth of Indian Railways can have several implications and opportunities. Here are some aspects to consider:

1. **International Connectivity:** Indian Railways has been working on improving international connectivity by establishing rail links with neighboring countries. For example, the India-Myanmar-Thailand Trilateral Highway and Kaladan Multi-Modal Transit Transport Project aim to connect India with Southeast Asian countries, enhancing trade and people-to-people connectivity.
2. **Regional Integration:** Indian Railways plays a crucial role in regional integration efforts, such as the South Asian Association for Regional Cooperation (SAARC) and the Bay of Bengal Initiative for Multi-Sectoral Technical and Economic Cooperation (BIMSTEC). Enhanced rail connectivity can foster economic cooperation, tourism, and cultural exchanges between India and its neighboring countries.
3. **Transcontinental Transport:** Indian Railways has the potential to contribute to transcontinental transport networks. The International North-South Transport Corridor (INSTC), for instance, aims to connect India with Russia, Central Asia, and Europe via rail, road, and sea routes. Such initiatives can facilitate trade, boost economic ties, and reduce transportation costs.
4. **Export of Rail Technology:** Indian Railways has developed expertise in manufacturing and technology. There are opportunities for India to export rail-related equipment, rolling stock, and technology to other countries. This can contribute to the growth of Indian Railways while supporting infrastructure development in other nations.
5. **Knowledge Sharing and Capacity Building:** Indian Railways can share its experience and best practices

CHAPTER: 3

RESEARCH AND DATA ANALYSIS

3.1 SURVEY PROFILE

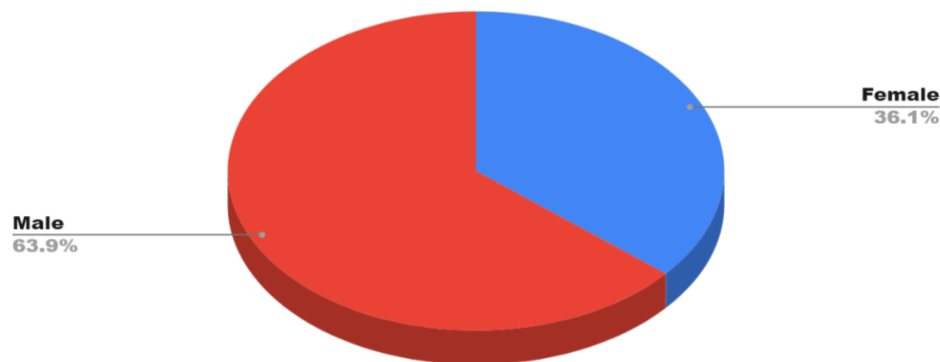
- For case study a survey was conducted on topic “Perception of Passengers on Indian Railway”. This survey was done on the basis of 83 respondents from various sectors.
- Mainly the objectives of the research is to understand the perception of passengers on Indian Railways user’s behavior, opinions, preferences and expectations. The questions were designed in such a way to cover all the relating fields.

3.2 DATA ANALYSIS AND INTERPRETAION

1. GENDER BASIS ANALYSIS

GENDER	NO. OF RESPONDENT	% OF RESPONDENT
MALE	53	63.9%
FEMALE	30	36.1%

Count of Gender

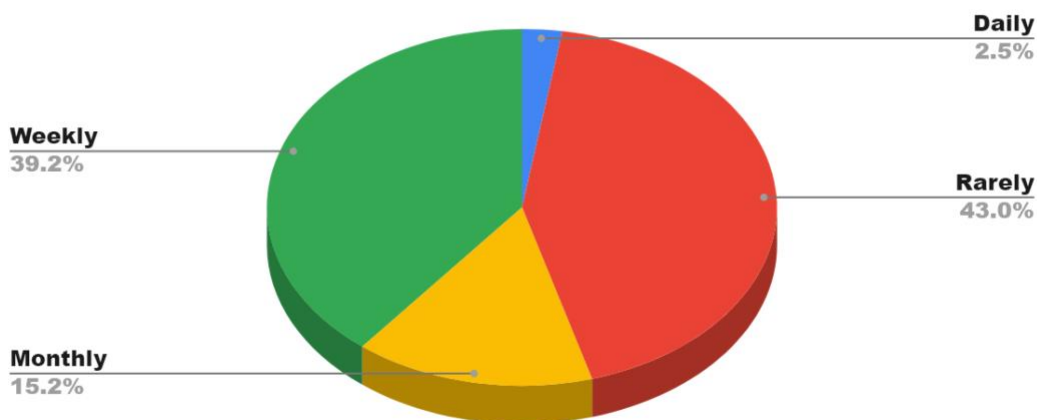


INTERPRETATION: Out of 83 respondents 53 are male and 30 are female. This is shown with a help of a Pie chart.

2. HOW OFTEN DO YOU USE INDIAN RAILWAYS FOR TRANSPORTATION?

FREQUENCY	NO. OF RESPONDENT	% OF RESPONDENT
DAILY	2	2.5%
WEEKLY	31	39.2%
MONTHLY	12	15.2%
RARELY	34	43.1%

Count of How often do you use Indian Railways for Transportation?

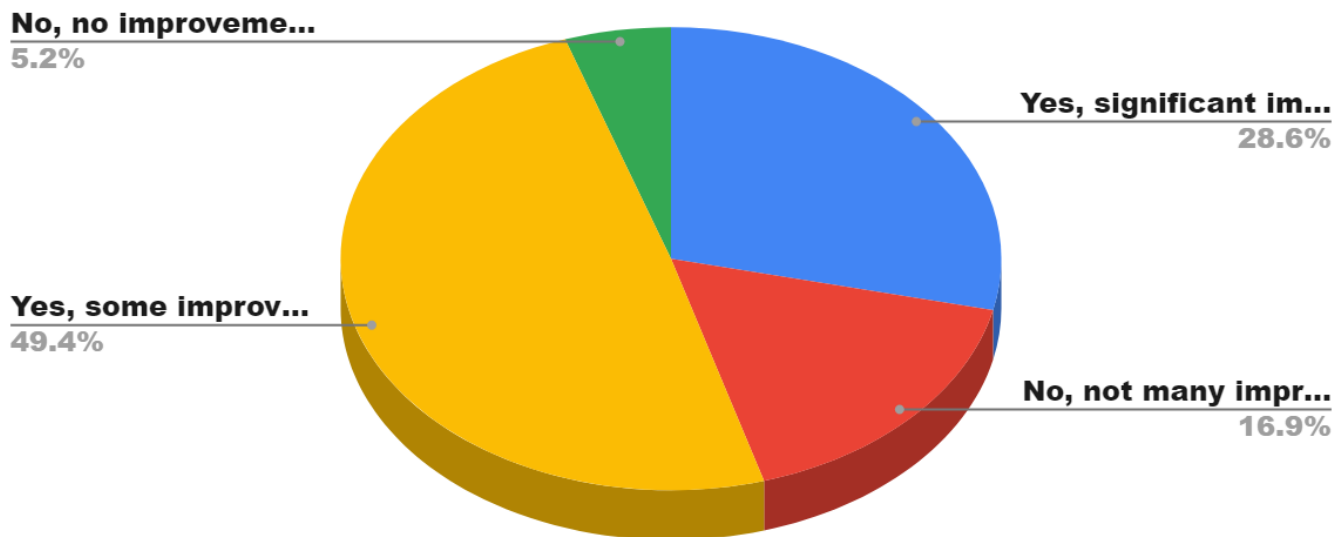


INTERPRETATION: 43% of respondents uses railways for transportation rarely. 39.2% of respondents uses railways for transportation weekly. 15.2% of respondents uses railways for transportation monthly and the rest 2.5% of respondents uses railways for transportation daily

3. HAVE YOU NOTICED ANY IMPROVEMENTS IN INDIAN RAILWAYS OVER THE PAST DECADE?

ANSWER	NO. OF RESPONDENT	% OF RESPONDENT
YES, SIGNIFICANT IMPROVEMENT	22	28.6%
YES, SOME IMPROVEMENT	38	49.4%
NO, NOT MANY IMPROVEMENT	13	16.9%
NO, NO IMPROVEMENT	4	5.2%

Count of Have you noticed any improvements in Indian railways over the past decade?



INTERPRETATION: 49.4% of respondents have noticed some improvements in Indian railways over the past decade, 28.6% of respondents have noticed significant improvements in railways, 16.9% of respondents have noticed not many improvements in railways while 5.2% of respondents have noticed no improvements in Indian railways over the past decade.

4. WHICH OF THE FOLLOWING HAS CONTRIBUTED MOST TO THE GROWTH OF INDIAN RAILWAYS OVER THE PAST DECADE?

ANSWERS	NO. OF RESPONDENT	% OF RESPONDENT
INVESTMENT IN NEW TECHNOLOGY AND INFRASTRUCTURE	26	33.8%
EXPANSION OF RAILWAY NETWORKS TO NEW REGIONS	26	33.8%
IMPROVEMENT IN QUALITY OF SERVICE AND AMENITIES	23	29.9%
THEY ARE TRYING TO MAINTAIN GOOD HYGIENE	1	1.3%

Count of Which of the following do you believe has contributed most to the growth of Indian railway...

They are trying to...

1.3%

Expansion of railw...

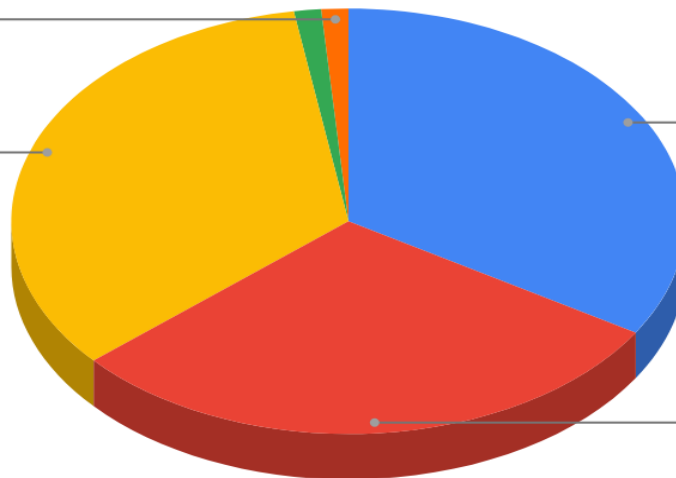
33.8%

Investment in new...

33.8%

Improvement in qu...

29.9%

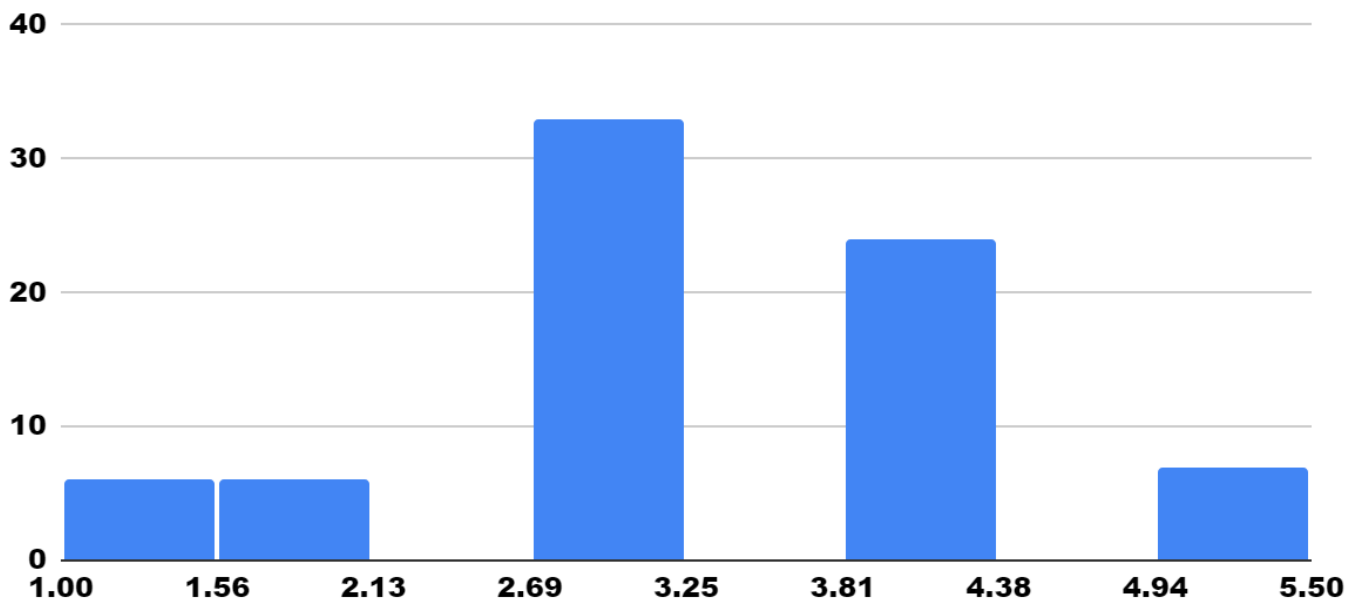


INTERPRETATION: 33.8% of respondents have believe that Investment in new technology has contributed most to the Indian railways, 33.8% of respondents believe expansion of railway networks to new region, 29.9% of respondents believe that improvement in quality of service and amenities while 1.3% of respondents believe they are trying to maintain good hygiene that contributed most to the Indian railways over the past decade.

5. HOW SATISFIED ARE YOU WITH THE OVERALL EXPERIENCE OF TRAVELLING BY INDIAN RAILWAYS ?

RATINGS	NO. OF RESPONDENT	% OF RESPONDENT
1	6	7.9%
2	6	7.9%
3	33	43.4%
4	24	31.6%
5	7	9.2%

Histogram of How satisfied are you with the overall experience of traveling by Indian railways?



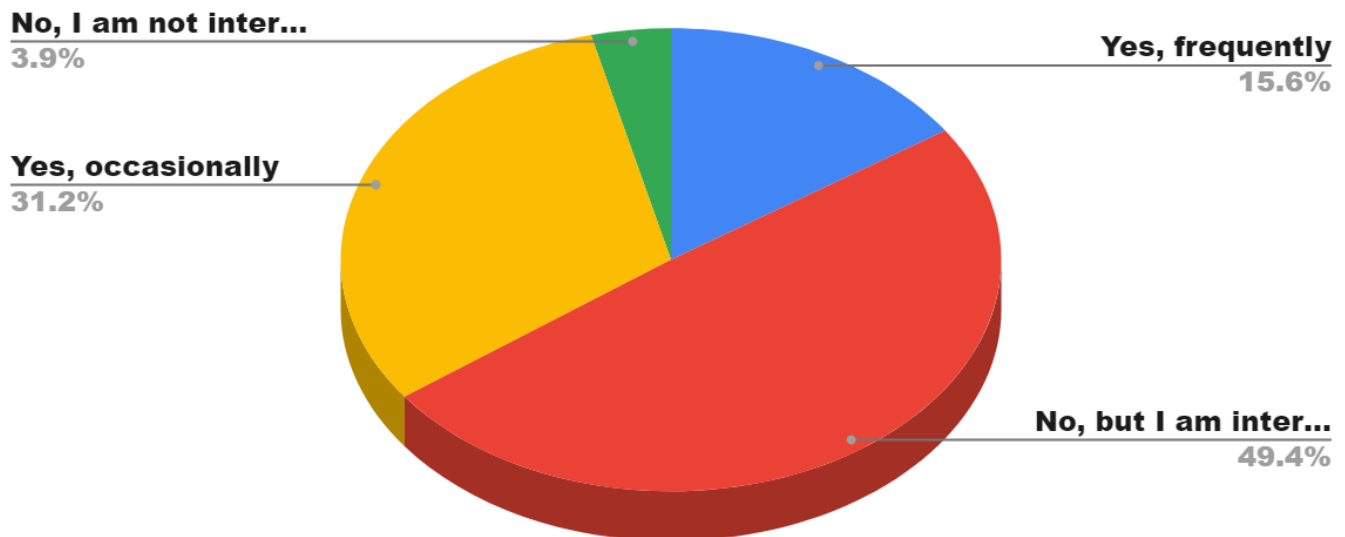
How satisfied are you with the overall experience of traveling by Indian railway...

INTERPRETATION: 31.6% of respondents are satisfied with their experience and gave 4 ratings out of 5. 9.2% of the respondents are loving the experience of travelling on Indian railway and gave 5 ratings. 43.4% gave 3 ratings, 7.9% gave 2 ratings and 7.9% gave 1 rating out of 5

6. HAVE YOU TRAVELLED ANY OF THE NEW HIGH SPEED TRAINS INTRODUCED IN THE PAST DECADE ?

ANSWERS	NO. OF RESPONDENT	% OF RESPONDENT
YES, FREQUENTLY	12	15.6%
YES, OCCASIONALLY	24	31.2%
NO, BUT I AM INTRESTED IN TRYING THEM	38	49.4%
NO, I AM NOT INTERESTED IN HIGH SPEED TRAIN	3	3.9%

Count of Have you traveled on any of the new high-speed trains introduced in the past decade?

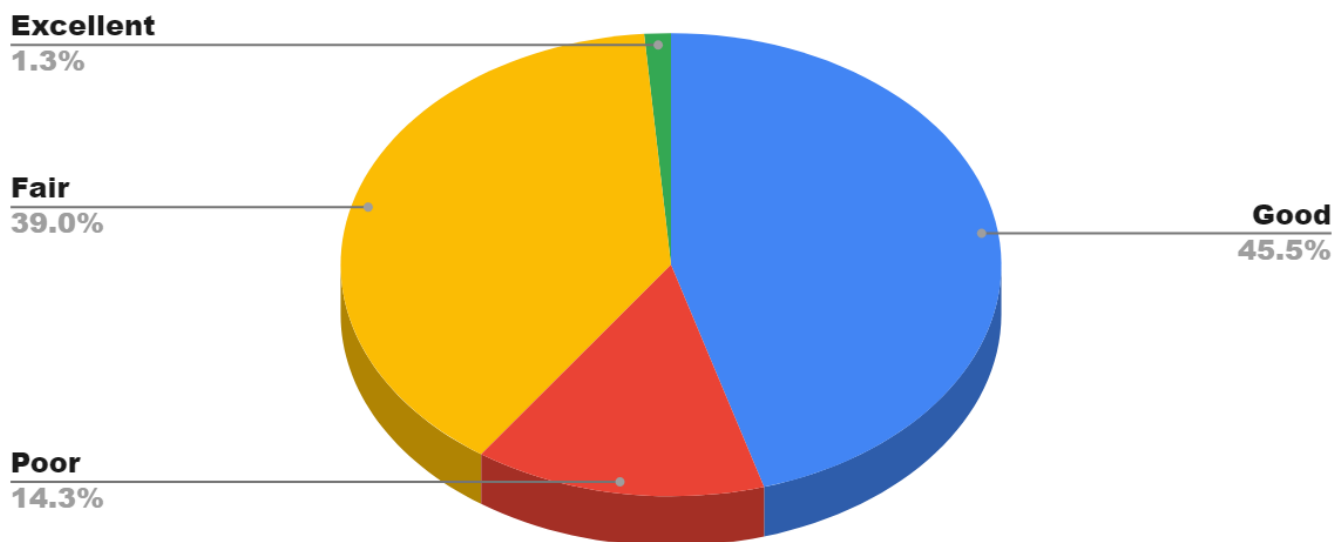


INTERPRETATION: 49.4% of respondents have not travelled but interested in trying them, 31.2% of respondents have responded that they travel occasionally, 15.6% of respondents travel frequently on the new high-speed trains while 3.9% of respondents is not interested in the new high-speed trains.

7. HOW WOULD YOU RATE THE CLEANLINESS AND HYGIENE OF THE INDIAN RAILWAYS?

RATINGS	NO. OF RESPONDENTS	% OF RESPONDENTS
EXCELLENT	1	1.3%
GOOD	35	45.5%
FAIR	30	39%
POOR	11	14.3%

Count of How would you rate the cleanliness and hygiene of Indian railways?

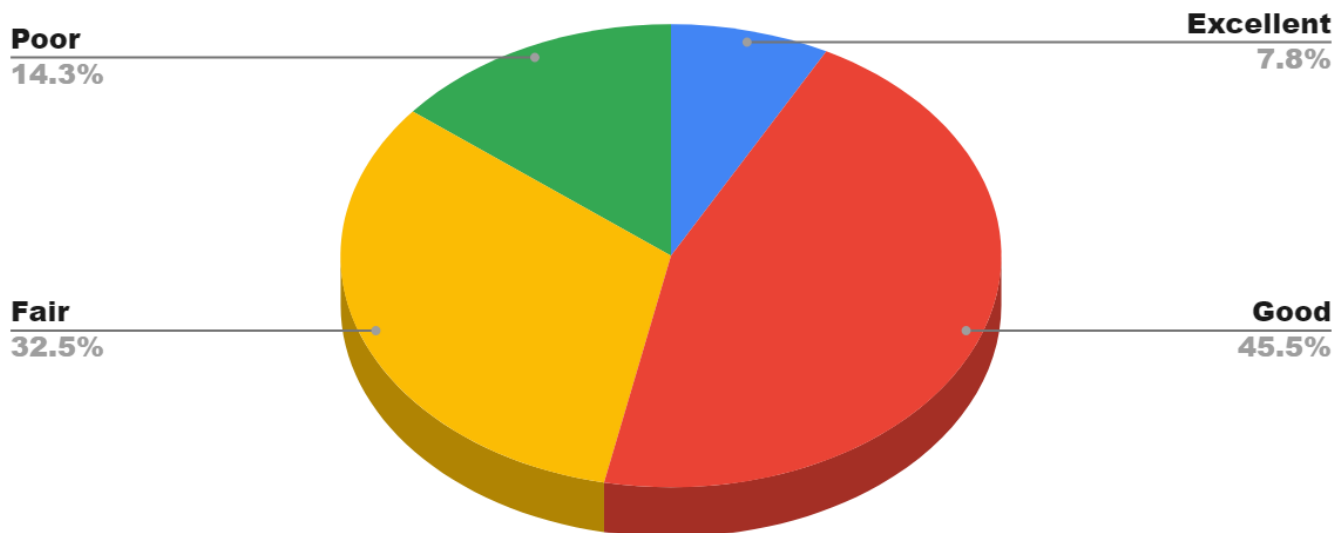


INTERPRETATION: 45.5% of respondents have believe that the cleanliness and hygiene of the Indian railways is good, 39% of respondents believe that the cleanliness and hygiene of the Indian railways is fair, 14.3% of respondents believe that the cleanliness and hygiene of the Indian railways is poor while only 1.3% of respondents believe that the cleanliness and hygiene of the Indian railways is Excellent.

8. WHAT DO YOU THINK ABOUT THE SAFETY MEASURES IN PLACE ON INDIAN RAILWAYS?

RATINGS	NO. OF RESPONENTS	%OF RESPONDENTS
EXCELLENT	6	7.8%
GOOD	35	45.5%
FAIR	25	32.5%
POOR	11	14.3%

Count of What do you think about the security measures in place on Indian railways?

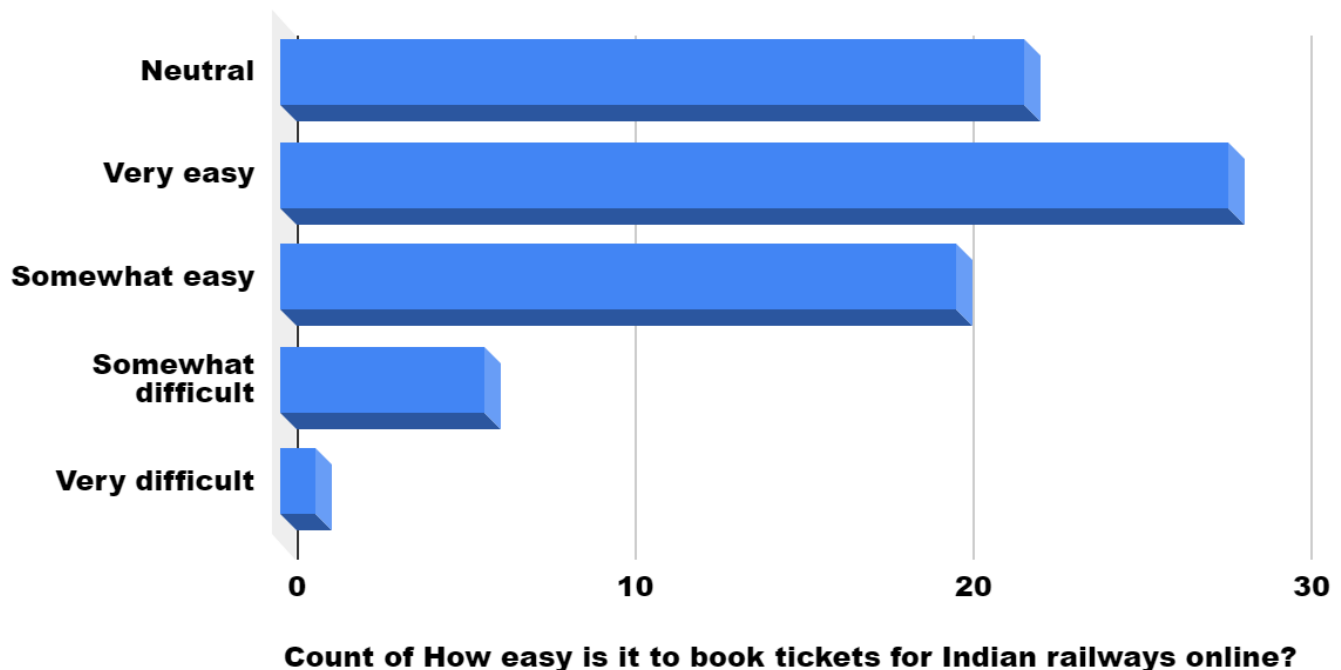


INTERPRETATION: 45.5% of respondents have believe that the security measures of the Indian railways is good, 32.5% of respondents believe that the security measures of the Indian railways is fair, 14.3% of respondents believe that the security measures of the Indian railways is poor while 7.8% of respondents believe that the security measures of the Indian railways is Excellent.

9. HOW EASY IS TO BOOK TICKETS FOR INDIAN RAILWAYS ONLINE?

ANSWERS	NO. OF RESPONDENT	% OF RESPONDENT
NEUTRAL	22	28.6%
VERY EASY	28	36.4%
SOMEWHAT EASY	20	26%
SOMEWHAT DIFFICULT	6	7.8%
VERY DIFFICULT	1	1.2%

Count of How easy is it to book tickets for Indian railways online?

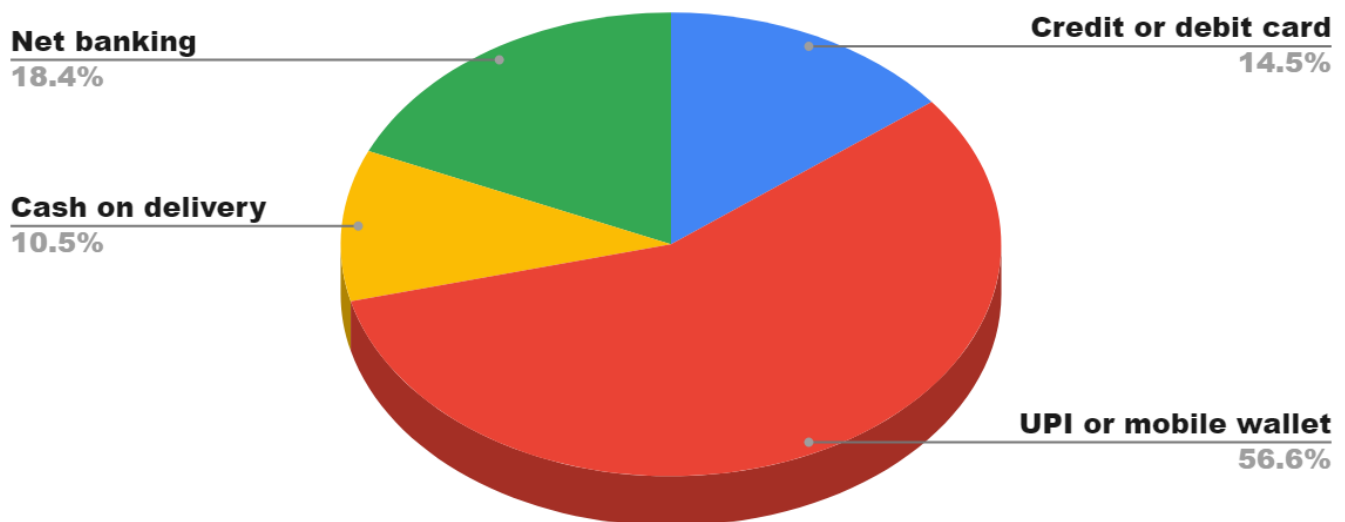


INTERPRETATION: 36.4% of respondents believe that booking tickets for Indian Railways online is very easy, 26% of respondents believe that booking tickets for Indian Railways online is somewhat easy while 28.6% of respondents believe that booking tickets for Indian Railways online is Neutral, 7.8% of respondents believe that booking tickets for Indian Railways online is difficult and only 1.2% of respondents believe that booking tickets for Indian Railways online is very difficult.

10. WHAT IS THE PREFERRED MODE OF PAYMET FOR BOOKING RAILWAY TICKETS ONLINE?

ANSWERS	NO. OF RESPONDENT	% OF RESPONDENT
UPI OR MOBILE WALLET	43	56.6%
NET BANKING	14	18.4%
CASH ON DELIVERY	8	10.5%
CREDIT OR DEBIT CARD	11	14.5%

Count of What is your preferred mode of payment when booking railway tickets online?

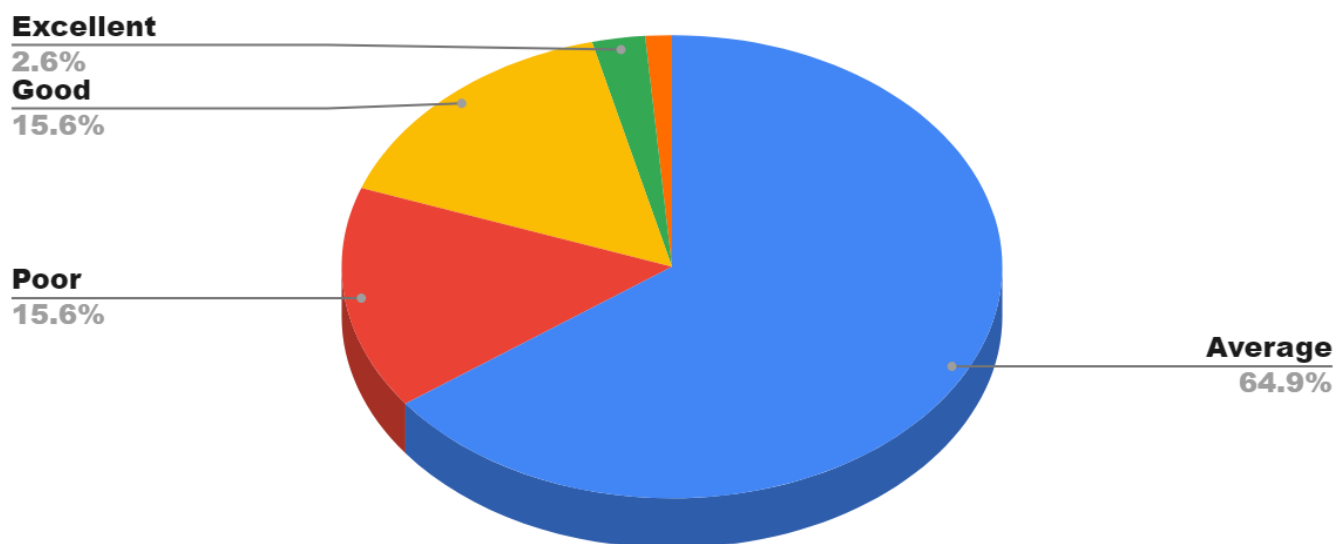


INTERPRETATION: 56.6% of respondents preferred their mode of payment for booking railway ticket online through UPI or Mobile wallet, 18% of respondents preferred their mode of payment for booking railway ticket online through Net Banking, 10.5% of respondents preferred their mode of payment for booking railway ticket online through Cash, 14.5% of respondents preferred their mode of payment for booking railway ticket online through Credit card or Debit card.

11. WHAT DO YOU THINK ABOUT THE QUALITY OF FOOD AND BEVERAGES SERVED ON INDIAN RAILWAYS?

RATINGS	NO. OF RESPONENTS	%OF RESPONDENTS
EXCELLENT	2	2.6%
GOOD	12	15.6%
AVERAGE	51	66.2%
POOR	12	15.6%

Count of What do you think about the quality of food and beverages served on Indian railways?

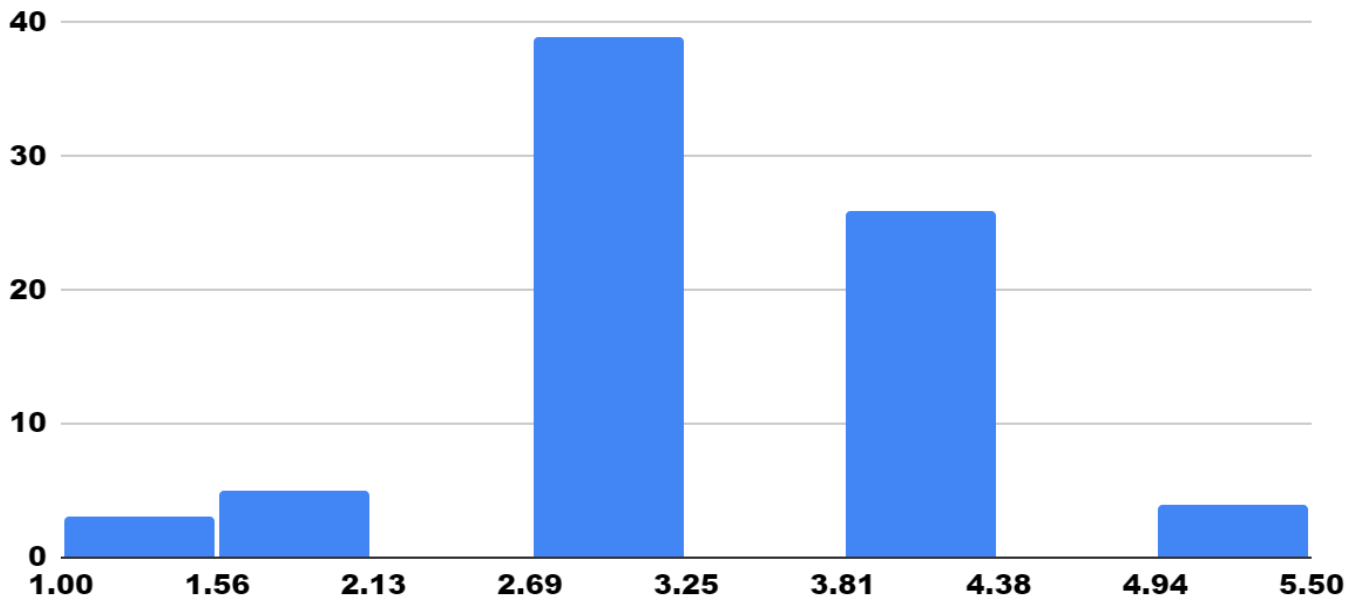


INTERPRETATION: 66,2% of respondents have believed that the quality of food and beverages served on Indian railways is average, 15.6% of respondents have believe that the quality of food and beverages served on Indian railways is good, 15.6% of respondents have believe that the quality of food and beverages served on Indian railways is poor while only 2.6% of respondents have believed that the quality of food and beverages served on Indian railways is Excellent.

12. HOW COMFORTABLE ARE THE SEATS AND SLEEPING ARRANGEMENTS ON INDIAN RAILWAYS?

RATINGS	NO. OF RESPONDENT	% OF RESPONDENT
1	3	3.9%
2	5	6.5%
3	39	50.6%
4	26	33.8%
5	4	5.2%

Histogram of How comfortable are the seats and sleeping arrangements on Indian railways?



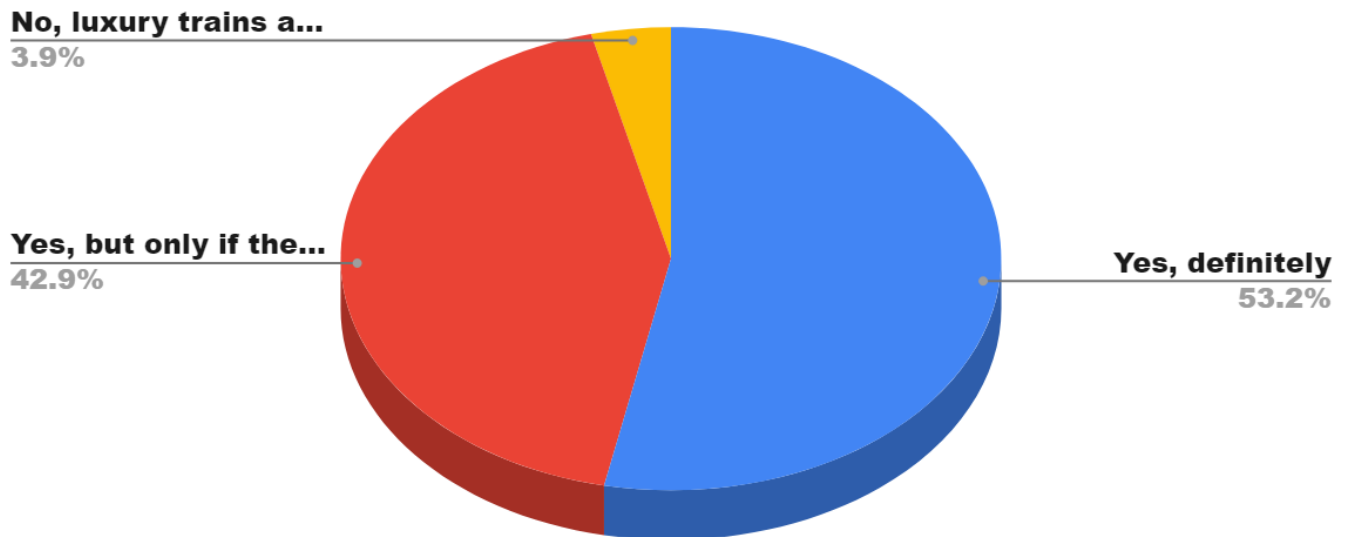
How comfortable are the seats and sleeping arrangements on Indian railways?

INTERPRETATION: 50.6% of respondents are satisfied with the seating arrangements on Indian railway and gave 3 ratings out of 5. 5.2% of the respondents are loving the sleeping arrangements and gave 5 ratings. 33.8% gave 4 ratings, 6.5% gave 2 ratings and 3.9% gave 1 rating out of 5

13. DO YOU THINK INDIAN RAILWAY SHOULD INTRODUCE MORE LUXURY TRAINS FOR TOURIST?

ANSWERS	NO. OF RESPONDENT	% OF RESPONDENT
YES, DEFINITELY	41	53.2%
YES, BUT ONLY IF THEY ARE PROFITABLE	33	42.9%
NO, LUXURY TRAINS ARE NOT NECESSARY	3	3.9%

Count of Do you think Indian railways should introduce more luxury trains for tourists?

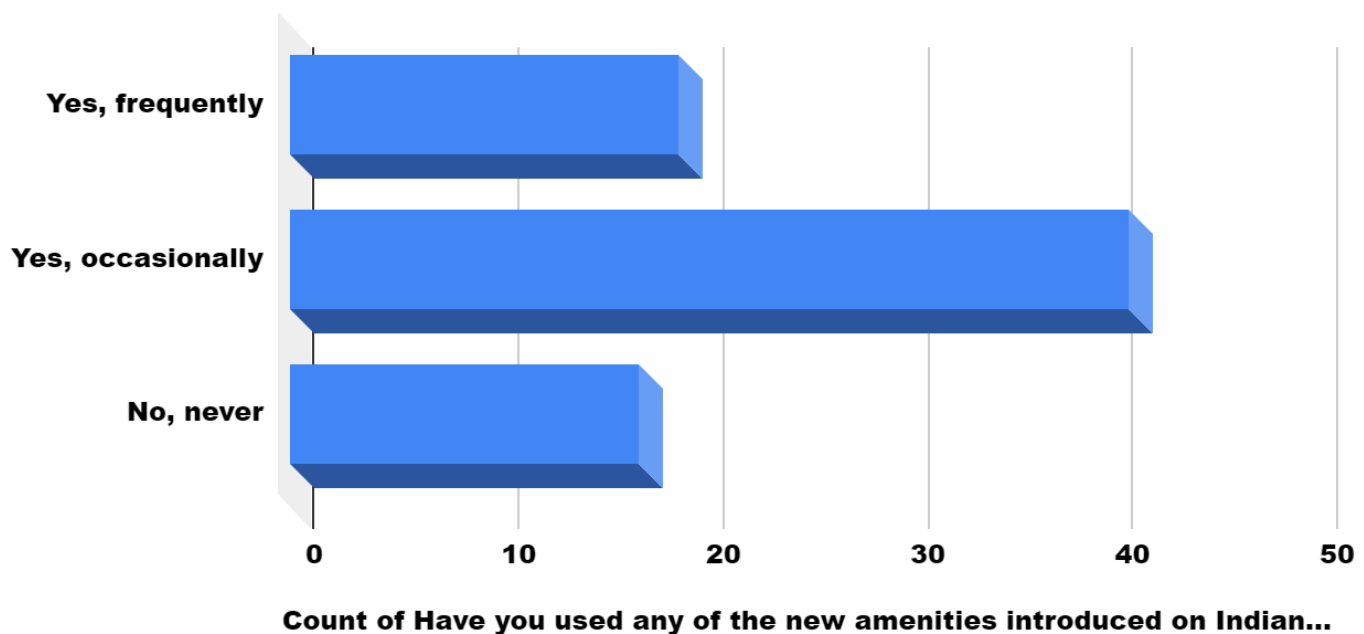


INTERPRETATION: 53.2% of respondent think that Indian railways should introduce more luxury trains for tourist, 42.9% of respondent think that Indian railways should introduce luxury trains for tourist but only if they are profitable, 3.9% of respondent think that Indian railways should not introduce luxury trains for tourist as they are not necessary.

14. HAVE YOU USED ANY OF THE NEW AMENITIES INTRODUCED ON INDIAN RAILWAYS IN THE PAST DECADE, SUCH AS WIFI, CHARGING POINTS OR ONBOARD ENTERTAINMENT?

ANSWERS	NO. OF RESPONDENTS	% OF RESPONDENTS
YES FREQUENTLY	19	24.7%
YES OCCASIONALLY	41	53.2
NO NEVER	17	22.1

Count of Have you used any of the new amenities introduced on Indian railways in the past decade, su...

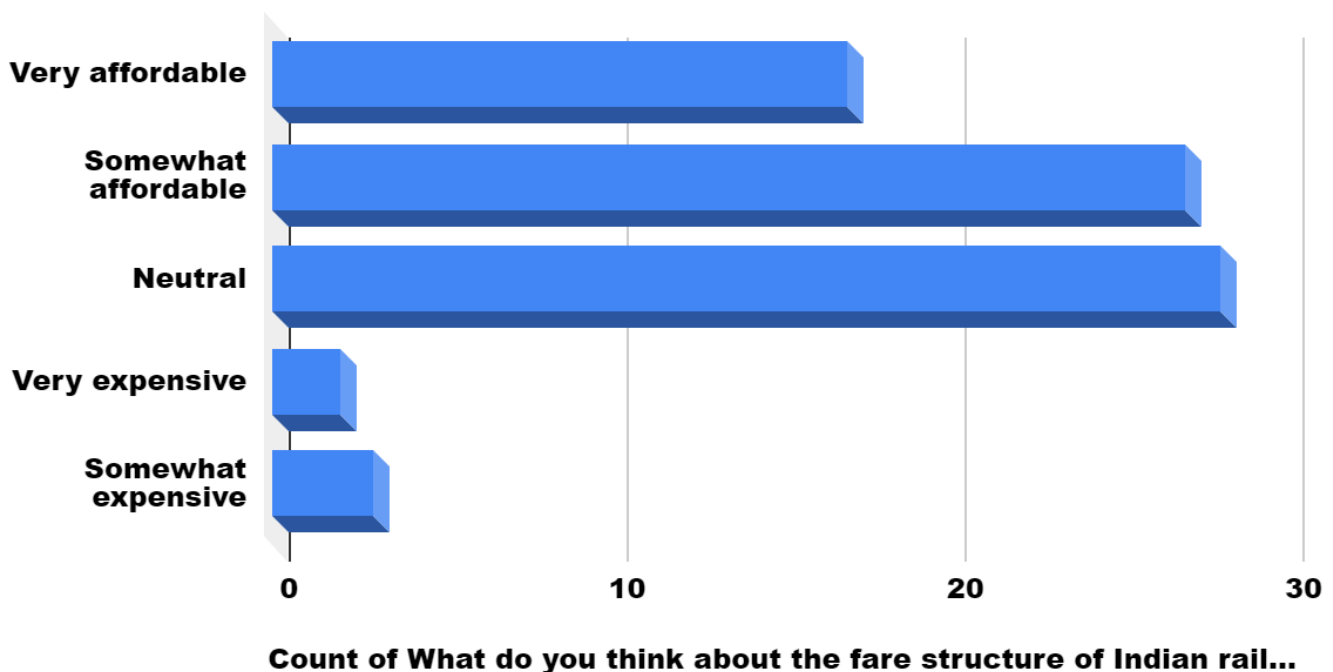


INTERPRETATION: 53.2% of respondents have used frequently such type of new amenities introduced by Indian railways, 24.7% of respondents have used occasionally such type of new amenities introduced by Indian railways, 22.1% of respondents have never used such type of new amenities introduced by Indian railways.

15. WHAT DO YOU THINK ABOUT THE FARE STRUCTURE OF INDIAN RAILWAYS?

ANSWERS	NO. OF RESPONDENTS	% OF RESPONDENTS
VERY AFFORDABLE	17	22.1%
SOMEWHAT AFFORDABLE	27	35.1%
NEUTRAL	28	36.4%
VERY EXPENSIVE	2	2.6%
SOMEWHAT EXPENSIVE	3	3.9%

Count of What do you think about the fare structure of Indian railways?

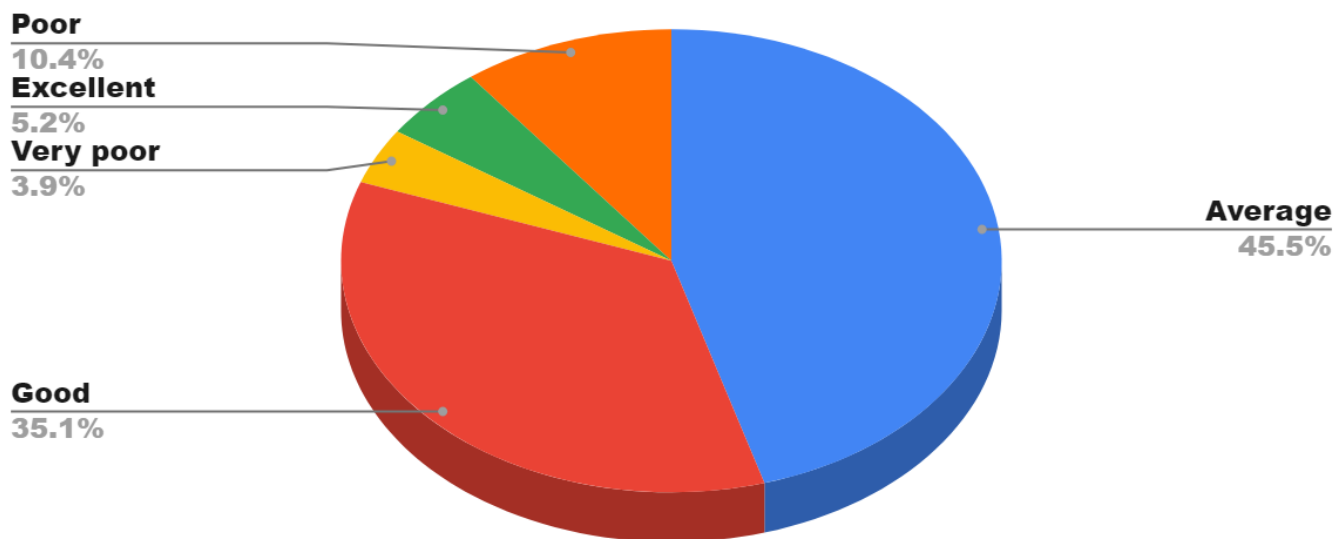


INTERPRETATION: 22.1% of respondents feel that fare structure of Indian railways is very affordable, 35.1% of respondents feel that fare structure of Indian railways is somewhat affordable, 36.4% of respondents feel that fare structure of Indian railways is neutral, 2.6% of respondents feel that fare structure of Indian railways is very expensive, 3.9% of respondents feel that fare structure of Indian railways is somewhat expensive.

16. HOW DOES INDIAN RAILWAYS CATER TO THE NEEDS OF PEOPLE WITH DISABILITIES?

ANSWERS	NO. OF RESPONDENTS	% OF RESPONDENTS
EXCELLENT	4	5.2%
GOOD	27	35.1%
AVERAGE	35	45.5%
POOR	8	10.4%
VERY POOR	3	3.9%

Count of How well does Indian railways cater to the needs of people with disabilities?

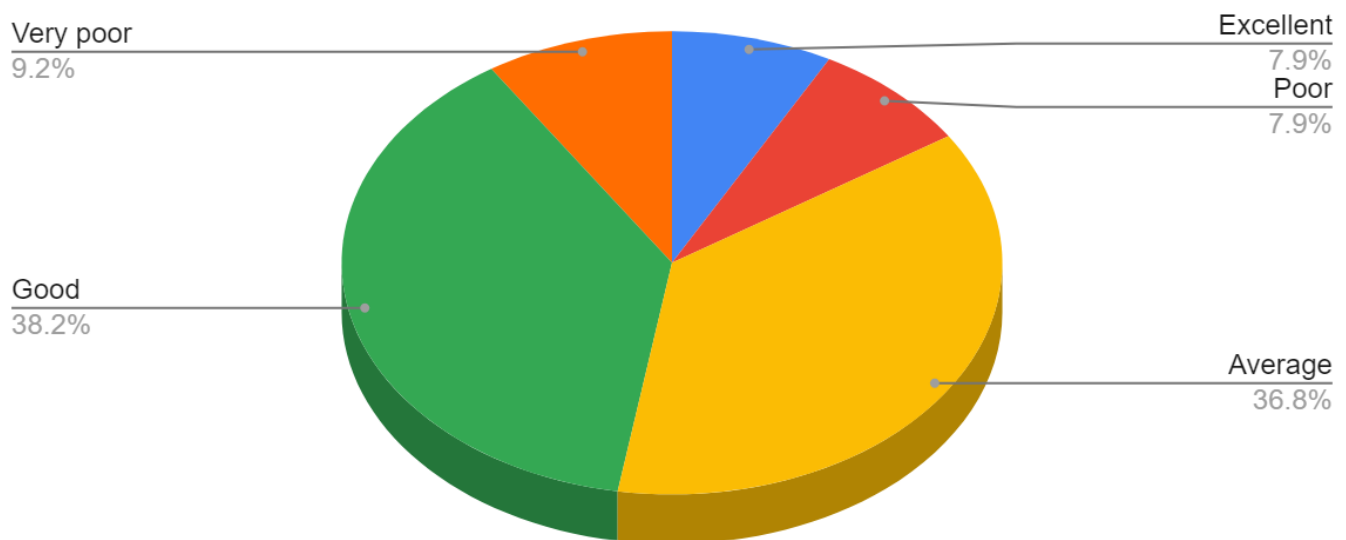


INTERPRETATION: 45.5% of respondents have selected average, 35.1% of respondents have selected good, 5.2% of respondents have selected excellent, 10.4% of respondents have selected poor, 3.9% of respondents have selected very poor.

17. WHAT IS YOUR OPINION ON THE PUNCTUALITY OF INDIAN RAILWAYS?

ANSWERS	NO. OF RESPONDENTS	% OF RESPONDENTS
EXCELLENT	6	7.9%
GOOD	29	38.2%
AVERAGE	28	36.8%
POOR	6	7.9%
VERY POOR	7	9.2%

Count of What is your opinion on the punctuality of Indian railways?

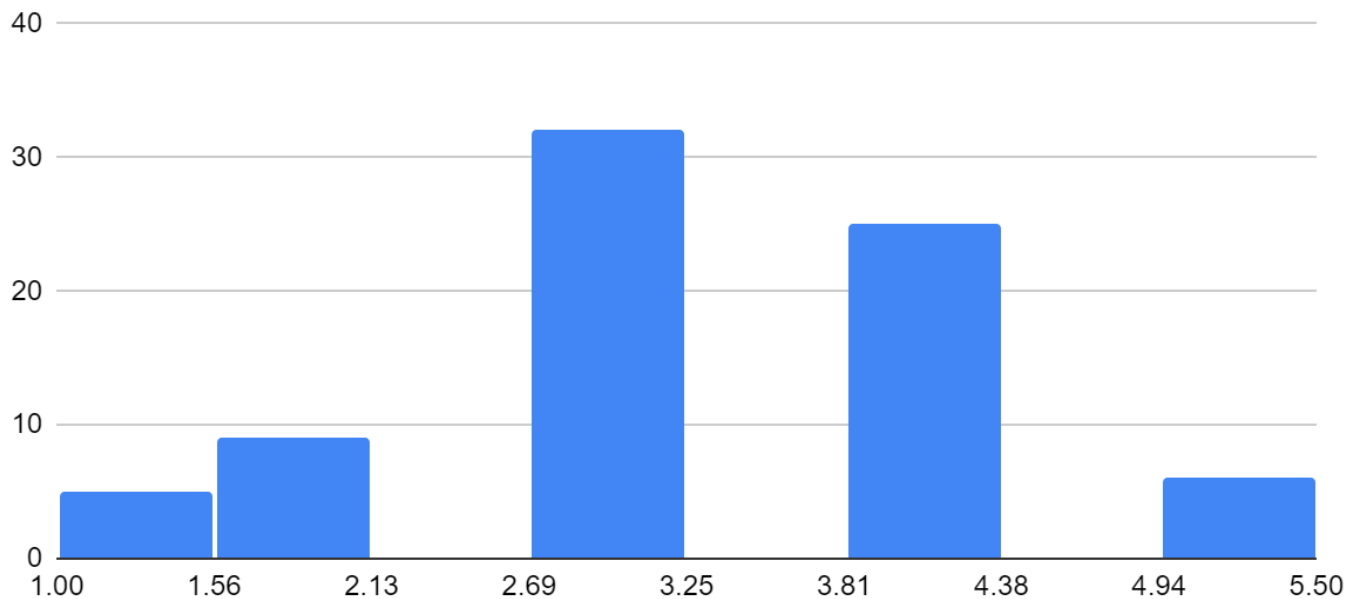


INTERPRETATION: 7.9% of respondents feels excellent about the punctuality of Indian railways, 38.2% of respondents feels good about the punctuality of Indian railways, 36.8% of respondents feels average about the punctuality of Indian railways, 7.9% of respondents feels poor about the punctuality of Indian railways, 9.2% of respondents feels very poor about the punctuality of Indian railways.

18. HOW WOULD YOU RATE THE CUSTOMER SERVICE PROVIDED BY THE INDIAN RAILWAYS?

RATINGS	NO. OF RESPONDENT	% OF RESPONDENT
1	5	6.5%
2	9	11.7%
3	32	41.6%
4	25	32.5%
5	6	7.8%

Histogram of How would you rate the customer service provided by Indian railways?



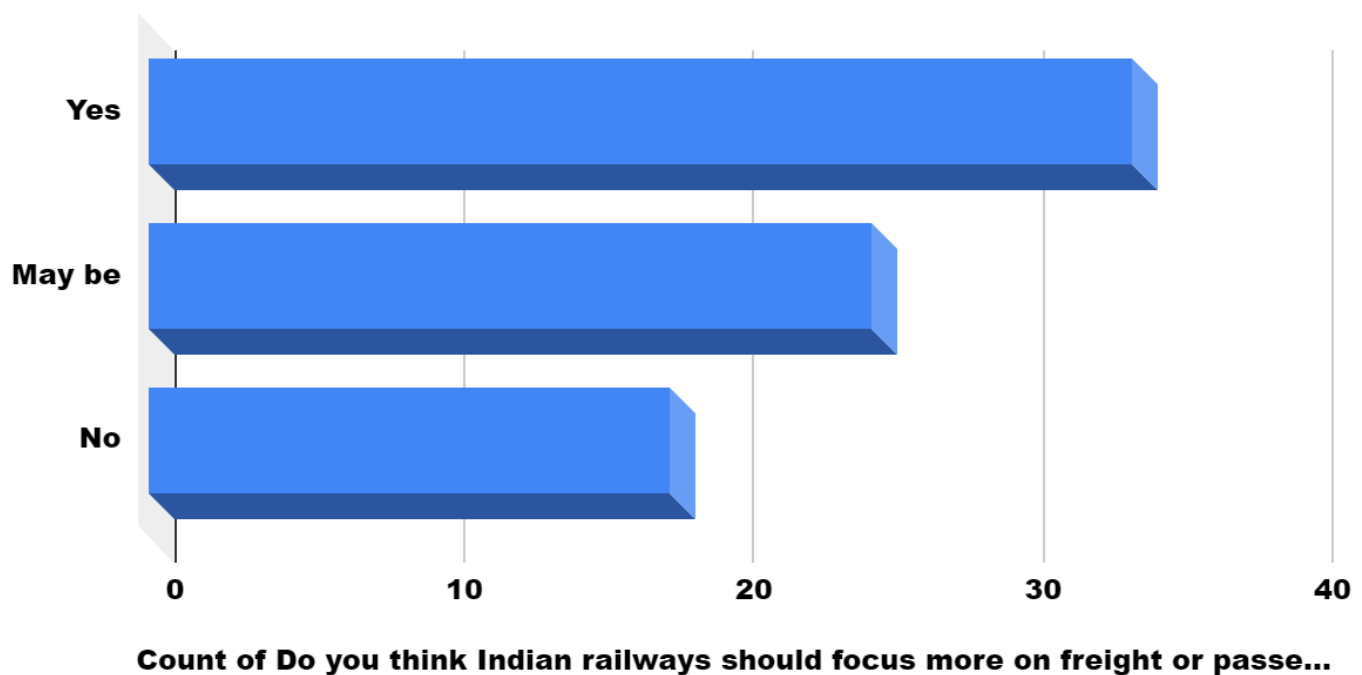
How would you rate the customer service provided by Indian railways?

INTERPRETATION: 41.6% of respondents are satisfied with their experience and gave 3 ratings out of 5. 7.8% of the respondents are loving the experience of travelling on Indian railway and gave 5 ratings. 32.5% gave 4 ratings, 11.7% gave 2 ratings and 6.5% gave 1 rating out of 5.

19. DO YOU THINK INDIAN RAILWAY SHOULD FOCUS MORE ON FREIGHT OR PASSENGER TRANSPORT?

ANSWER	NO. OF RESPONDENT	% OF RESPONDENT
YES	34	44.2%
NO	18	23.4%
MAYBE	25	32.5%

Count of Do you think Indian railways should focus more on freight or passenger transport?

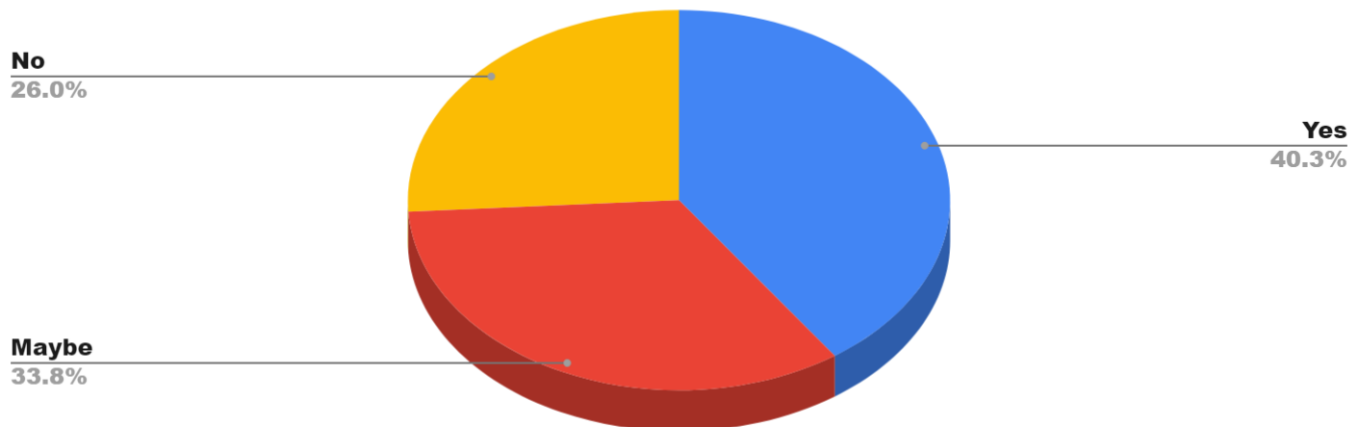


INTERPRETATION: 44.2% of respondent feels yes, Indian railway should focus more on freight than passengers transport, 23.4% of respondent feels no, Indian railway should not focus more on freight than passengers transport, 32.5% of respondent feels may be, Indian railway should focus more on freight than passengers transport.

20. DO YOU THINK INDIAN RAILWAYS IS ON TRACK TO BECOME A WORLD CLASS TRANSPORTATION SYSTEM IN COMING YEARS?

ANSWER	NO. OF RESPONDENT	% OF RESPONDENT
YES	31	40.3%
NO	20	26%
MAYBE	26	33.8%

Count of Do you think Indian railways is on track to become a world-class transportation system in the coming years?



INTERPRETATION: 40.3% of respondent feels yes, Indian railways is on track to become a world class- transportation system in coming years, 26% of respondent feels no, Indian railways is not on track to become a world class- transportation system in coming years, 33.8% of respondent feels may be, Indian railways is on track to become a world class- transportation system in coming years.

3.3 SUMMARY OF FINDINGS

Based on the study of the perception of passengers on Indian Railways, the following key findings emerge:

1. **Network Expansion:** Indian Railways has experienced significant expansion in its network, including the addition of new railway lines and electrification of existing lines. This expansion has improved connectivity and accessibility to various regions, fostering economic development and social integration.
2. **Passenger and Freight Traffic Growth:** There has been a substantial increase in both passenger and freight traffic over the past decade. Factors such as population growth, urbanization, and economic development have contributed to the rising demand for rail transportation. Indian Railways has managed to meet this demand through the introduction of new train services and operational improvements.
3. **Infrastructure Development:** Considerable investments have been made in infrastructure development, including the construction of new railway stations, modernization of existing stations, and improvement of signalling systems. Upgrades to tracks, bridges, and other critical infrastructure components have enhanced safety and reliability.
4. **Technological Advancements:** Indian Railways has embraced technological advancements, incorporating digital systems for ticketing, reservations, and train tracking. These technologies have streamlined processes, reduced manual intervention, and improved operational efficiency and passenger experience.
5. **Fleet Modernization:** The railways have invested in the modernization of rolling stock, introducing new trains, locomotives, and coaches with advanced features. This has increased capacity, improved comfort, and enhanced operational efficiency, enabling Indian Railways to meet the growing demands of passengers and freight.
6. **Safety and Security:** Various safety and security measures have been implemented, including advanced signaling systems, track maintenance practices, and comprehensive security initiatives. These measures have contributed to minimizing accidents and ensuring passenger security.
7. **Financial Performance:** Indian Railways' financial performance has seen fluctuations over the decade. While revenue generation has increased, operational costs and infrastructure investments have also grown. Achieving financial sustainability and exploring innovative funding models remain ongoing

challenges.

8. **Policy Reforms:** Indian Railways has undergone significant policy reforms, including the introduction of public-private partnerships and liberalization of freight operations. These reforms aim to enhance efficiency, attract private investment, and improve the overall functioning of the railway sector.

Overall, the growth of Indian Railways over the past decade reflects a dedicated effort to transform the network, improve services, and contribute to the nation's development. The railways continue to play a vital role in connecting people, promoting economic growth, and serving as a lifeline for millions of Indians across the country.

CHAPTER 4

CONCLUSION AND RECOMMENDATION

4.1 CONCLUSION

In conclusion, studying the perception of passengers on Indian Railways over the past decade reveals a significant expansion and development of one of the world's largest railway networks. Several key findings emerge from this study:

1. **Network Expansion:** Indian Railways has witnessed a substantial expansion in its network, with the addition of new railway lines and the electrification of existing ones. This growth has improved connectivity, especially in previously underserved regions, and has played a crucial role in fostering economic development and social integration.
2. **Increased Passenger and Freight Traffic:** The past decade has seen a notable increase in both passenger and freight traffic. Factors such as population growth, urbanization, and rising economic activities have contributed to the growing demand for rail transportation. The railways have managed to cater to this demand by introducing new train services and improving their operational efficiency.
3. **Infrastructure Development:** Considerable investment has been made in infrastructure development, including the construction of new railway stations, modernization of existing ones, and enhancement of signaling systems. Upgrading tracks, bridges, and other crucial components has improved safety and reliability, resulting in a better overall passenger experience.
4. **Technological Advancements:** Indian Railways has embraced technological advancements, leveraging digital systems for ticketing, reservations, and train tracking. These innovations have streamlined processes, reduced manual intervention, and enhanced efficiency and convenience for passengers.
5. **Safety and Security:** Various safety and security measures have been implemented to ensure the well-being of passengers and the protection of railway assets. Advanced signaling systems, track maintenance practices, and comprehensive security initiatives have helped minimize accidents and enhance passenger security.
6. **Financial Performance:** Indian Railways' financial performance has witnessed ups and downs over the past decade. While revenue generation has increased, operational costs and infrastructure investments have also grown. Achieving financial sustainability and exploring innovative funding models remain ongoing challenges.

Looking ahead, Indian Railways faces both opportunities and challenges. Continued investment in infrastructure, technology, and capacity building will be crucial to meet the evolving demands of passengers and freight. Additionally, addressing financial sustainability, enhancing customer experience, and ensuring sustainable and environmentally friendly operations will remain key priorities.

4.2 RECOMMENDATIONS

Based on the study of the perception of passengers on Indian Railways in a decade, here are some recommendations for further development and improvement:

1. **Infrastructure Development:** Continue investing in the expansion and modernization of railway infrastructure, including the construction of new railway lines, upgrading existing tracks, bridges, and stations. This will help enhance connectivity, reduce travel time, and improve the overall passenger experience.
2. **Technology Integration:** Embrace advanced technologies and digital systems to further improve operational efficiency, passenger services, and safety. Explore the implementation of automated signaling systems, real-time train tracking, and smart ticketing solutions to enhance convenience and streamline operations.
3. **Safety and Security:** Continue prioritizing safety and security measures to ensure the well-being of passengers and the protection of railway assets. This involves regular maintenance of tracks, bridges, and rolling stock, along with the deployment of advanced safety systems, such as collision avoidance technologies and intrusion detection systems.
4. **Skill Development and Training:** Focus on skill development and training programs for railway personnel to enhance their capabilities in managing and maintaining modern railway systems. This can include technical training, customer service skills, safety protocols, and emergency response training.
5. **Research and Development:** Encourage research and development initiatives in collaboration with academic institutions, industry experts, and international partners. This can lead to the development of innovative solutions for operational challenges, safety enhancements, and the adoption of emerging technologies in the railway sector.
6. **Customer Experience:** Continuously improve the overall customer experience by providing modern amenities at railway stations, comfortable and well-maintained coaches, and efficient ticketing and reservation systems. Emphasize passenger comfort, cleanliness, and accessibility to attract more people to choose rail travel.

Implementing these recommendations will help sustain the growth momentum of Indian Railways, further enhance its efficiency and safety, and ensure it remains a crucial driver of economic development and social integration in the coming years

ANNEXURE

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ANNEXURES

Questionnaire: Perception of passengers on Indian Railways

1. Gender

- Male
- Female
- Other

2. How often do you use Indian Railways for Transportation?

- Daily
- Weekly
- Monthly
- Rarely

3. Have you noticed any improvements in Indian railways over the past decade?

- Yes, significant improvements
- Yes, some improvements
- No, not many improvements
- No, no improvements

4. Which of the following do you believe has contributed most to the growth of Indian railways in the past decade?

- Investment in new technology and infrastructure
- Expansion of railway networks to new regions
- Improvement in quality of service and amenities

5. How satisfied are you with the overall experience of traveling by Indian railways?

- 1
- 2
- 3
- 4
- 5

6. Have you traveled on any of the new high-speed trains introduced in the past decade?

- Yes, frequently
- Yes, Occasionally
- No, but I am interested in trying them
- No, I am not interested in high-speed trains

7. How would you rate the cleanliness and hygiene of Indian railways?

- Excellent
- Good
- Fair
- Poor

8. What do you think about the security measures in place on Indian railways?

- Excellent
- Good
- Fair
- Poor

9. How easy is it to book tickets for Indian railways online?

- Very easy
- Somewhat easy
- Neutral
- Somewhat difficult
- Very difficult

10. What is your preferred mode of payment when booking railway tickets online?

- Credit or debit card
- Net banking
- UPI or mobile wallet
- Cash on delivery

11. Have you experienced any technical difficulties when booking Indian railway tickets online?

- Yes, frequently

- Yes, occasionally
- No, never

12. What do you think about the quality of food and beverages served on Indian railways?

- Excellent
- Good
- Average
- Poor
- Very poor

13. How comfortable are the seats and sleeping arrangements on Indian railways?

- 1
- 2
- 3
- 4
- 5

14. Do you think Indian railways should introduce more luxury trains for tourists?

- Yes, definitely
- Yes, but only if they are profitable
- No, luxury trains are not necessary

15. Have you used any of the new amenities introduced on Indian railways in the past decade, such as Wi-Fi, charging points, or onboard entertainment?

- Yes, frequently
- Yes, occasionally
- No, never

16. What do you think about the fare structure of Indian railways?

- Very affordable
- Somewhat affordable
- Neutral
- Somewhat expensive
- Very expensive

17. How well does Indian railways cater to the needs of people with disabilities?

- Excellent
- Good
- Average
- Poor
- Very poor

18. What is your opinion on the punctuality of Indian railways?

- Excellent
- Good
- Average
- Poor
- Very poor

19. How would you rate the customer service provided by Indian railways?

- 1
- 2
- 3
- 4
- 5

20. Do you think Indian railways should focus more on freight or passenger transport?

- Yes
- No
- Maybe

21. Do you think Indian railways are on track to become a world-class transportation system in the coming years?

- Yes
- No
- Maybe