

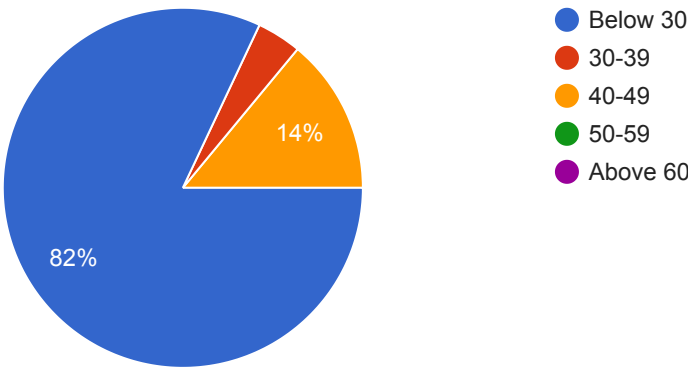
Indian Railways

50 responses

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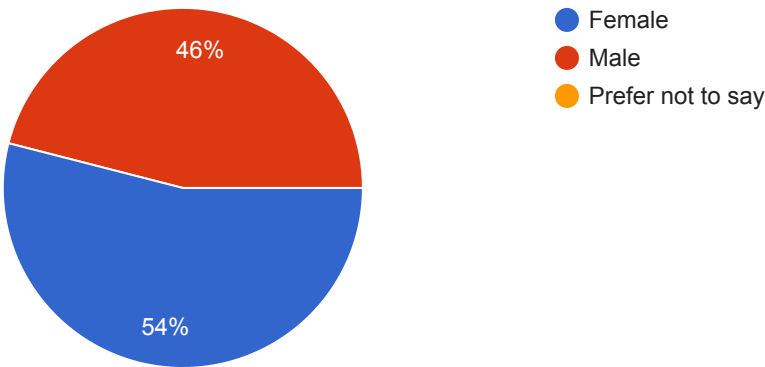
1. Age

50 responses



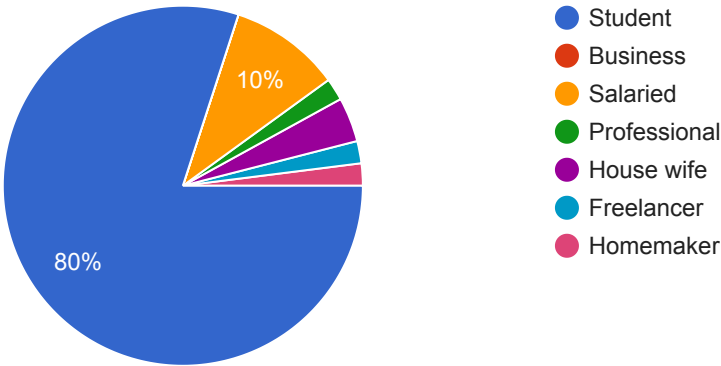
2. Gender

50 responses



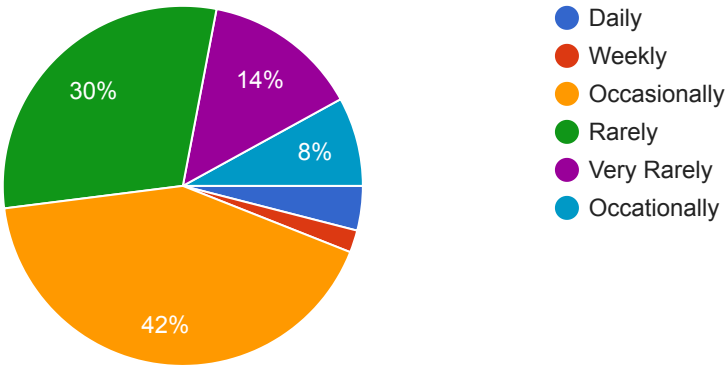
3. Occupation

50 responses



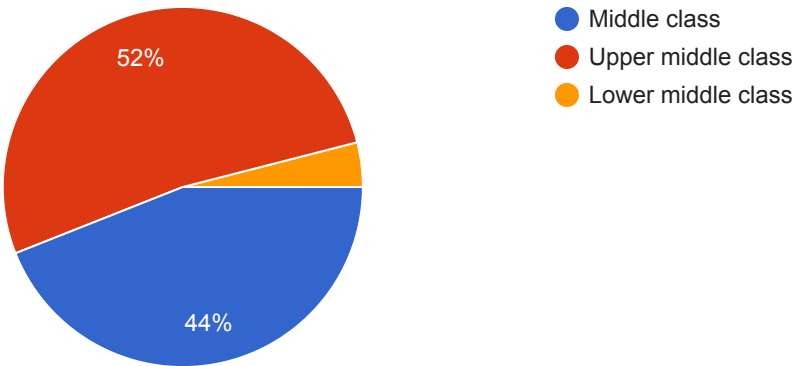
4. How frequently do you avail the services of Railways?

50 responses



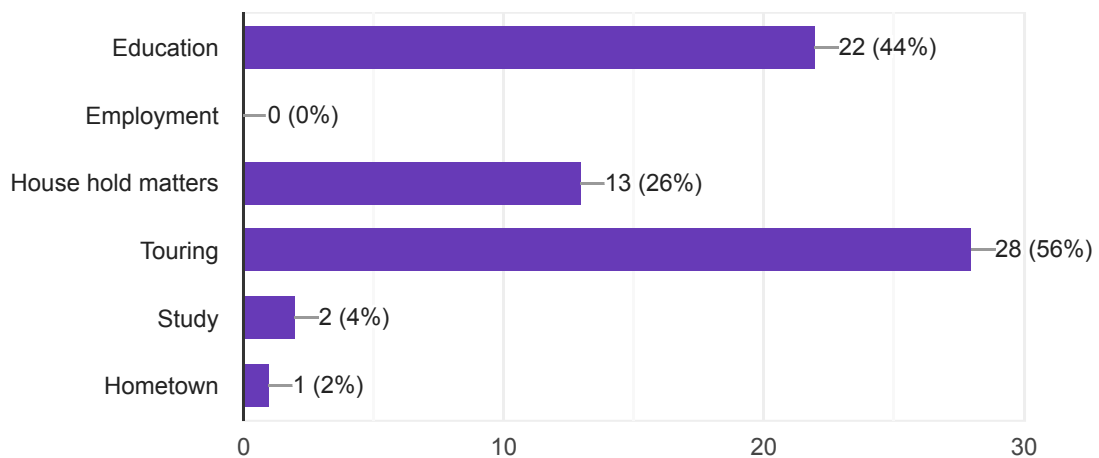
5. Division : Income

50 responses



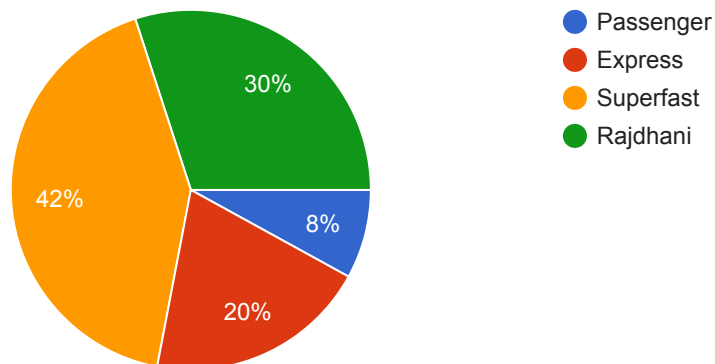
6. Whats your usual purpose of journey?

50 responses

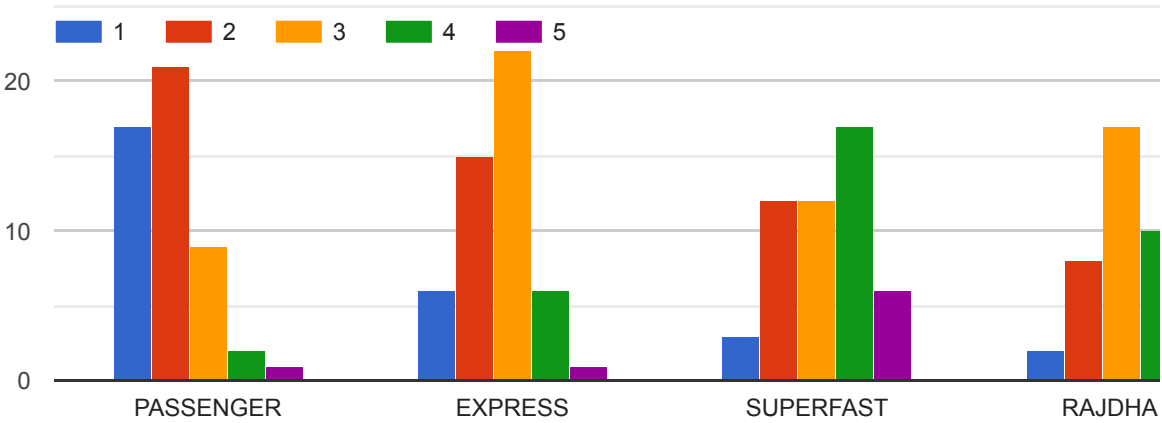


7. Which is the type of train you frequently use/prefer to travel?

50 responses

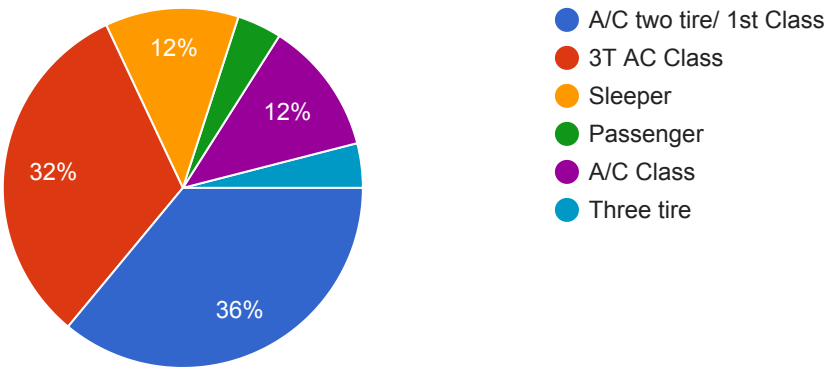


8. Would you rate your train preferences between 1-5 in terms of service satisfaction? Being 1 being the lowest and 5 being the highest.

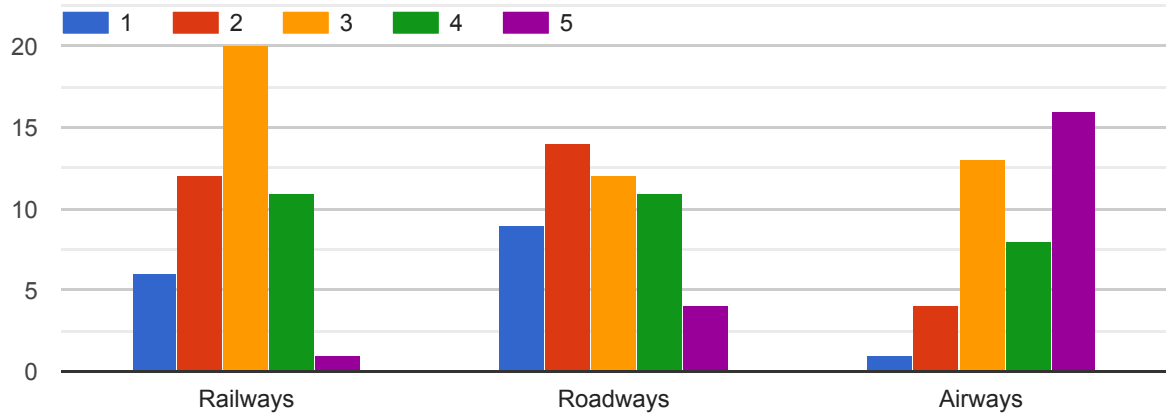


9.Which among these options are your preference for traveling class?

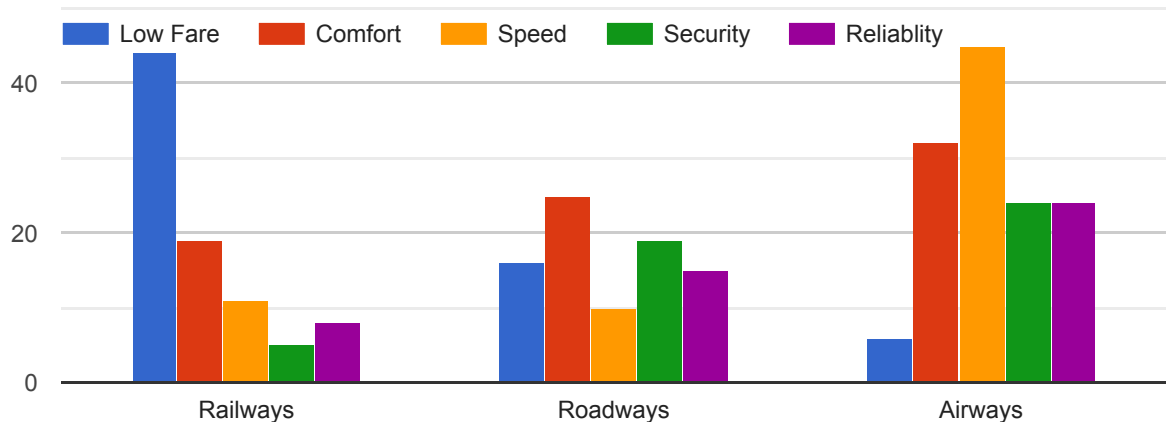
50 responses



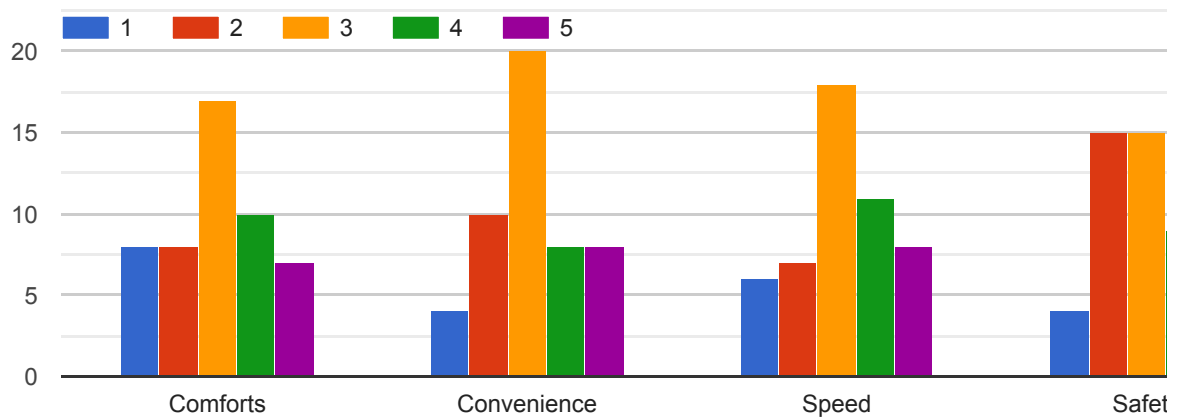
10. Rank your opinion as 1,2,3,4 & 5 about preference in modes of transport? Being 1 being the lowest and 5 being the highest.



11. Rank your opinion as about preference in each option of rail service to other modes of transport you prefer to travel?

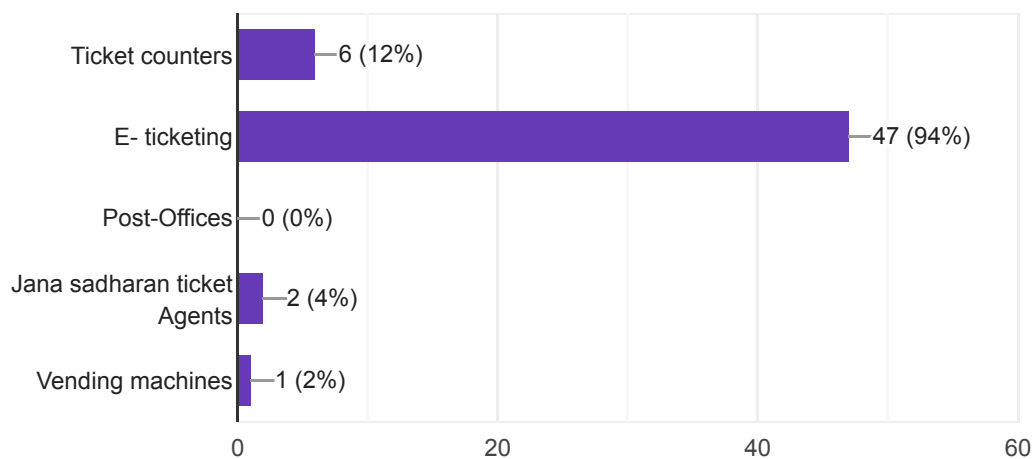


12. Rate your opinion as 1,2,3,4,5 with 1 being the lowest and 5 being the highest - about improvement in passenger amenities if you are rail passengers for more than a period of five years?

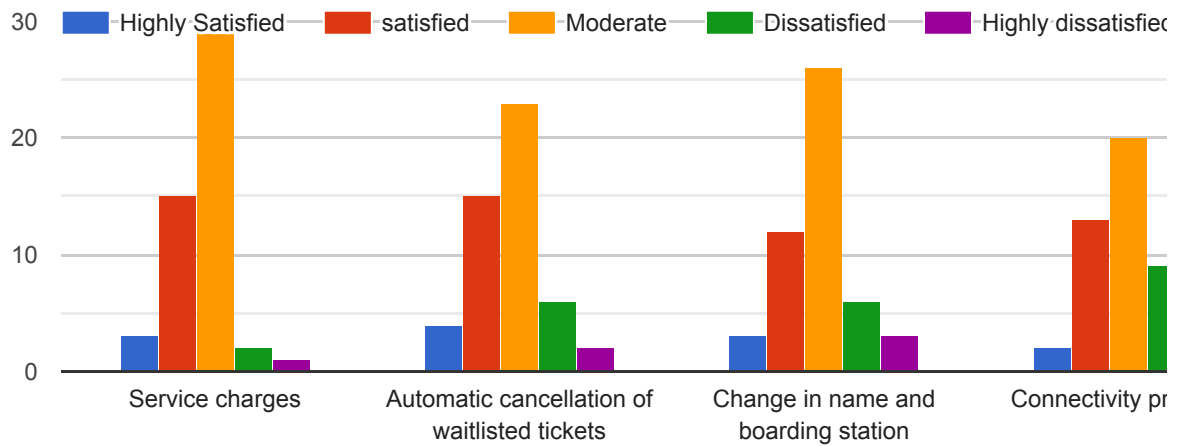


13. Which method do you prefer for getting your tickets?

50 responses

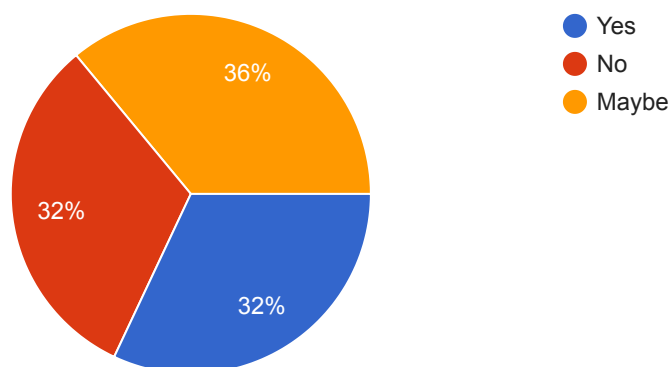


14. Rate your difficulty in e-ticketing with your satisfactory level on the scale of the given options?

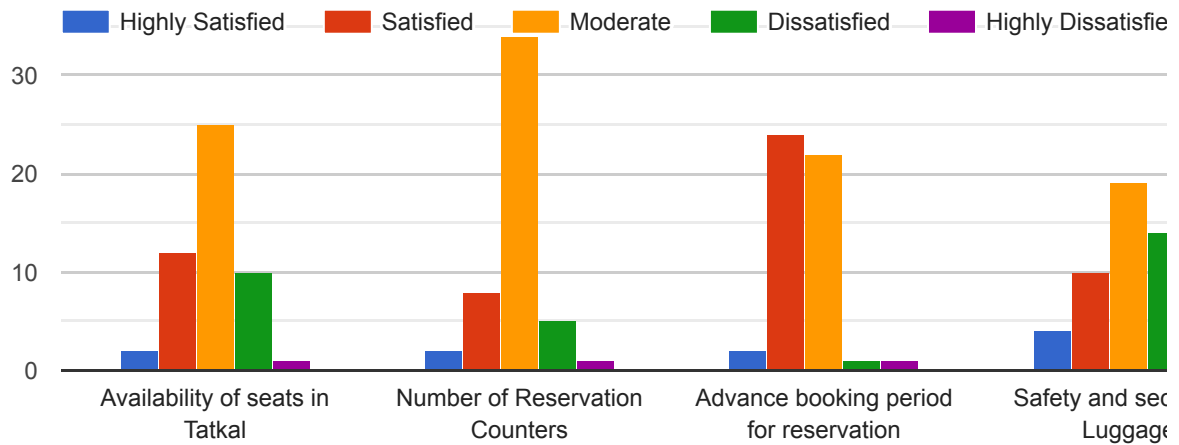


15. Do you favor introduction of more number of Rail Agents ticket counters?

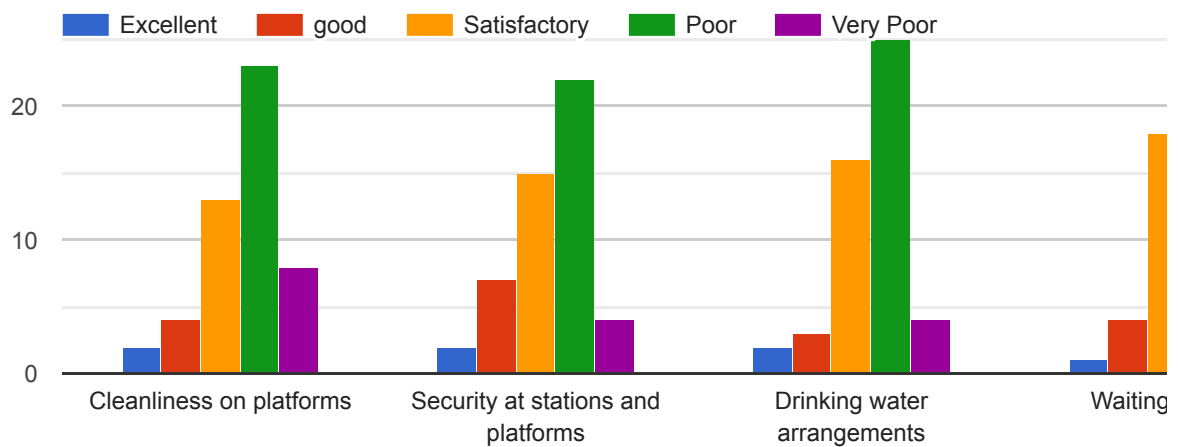
50 responses



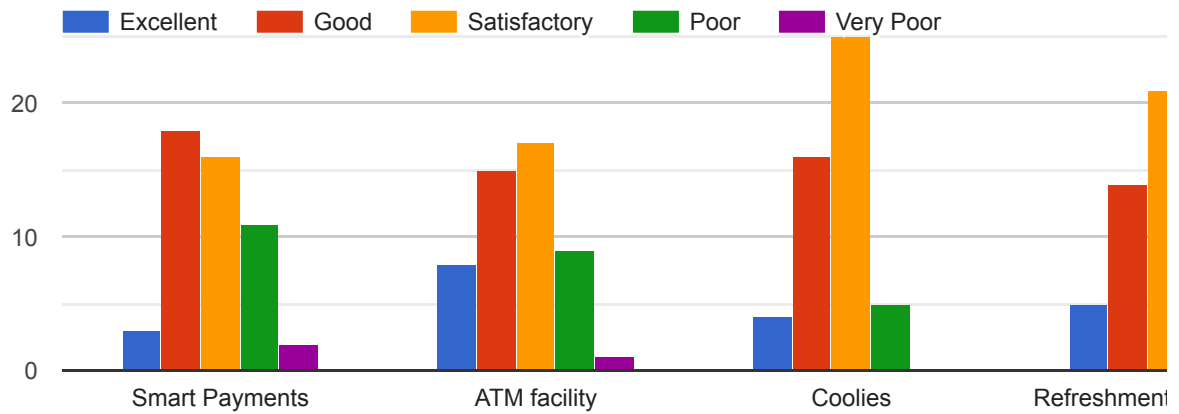
16. Rate your opinion as a ticket holder of the following facilities.



17. Rate your opinions of the Basic facilities at Platforms and stations.



18. Rate your opinions of the Modern Amenities at Platforms and stations.

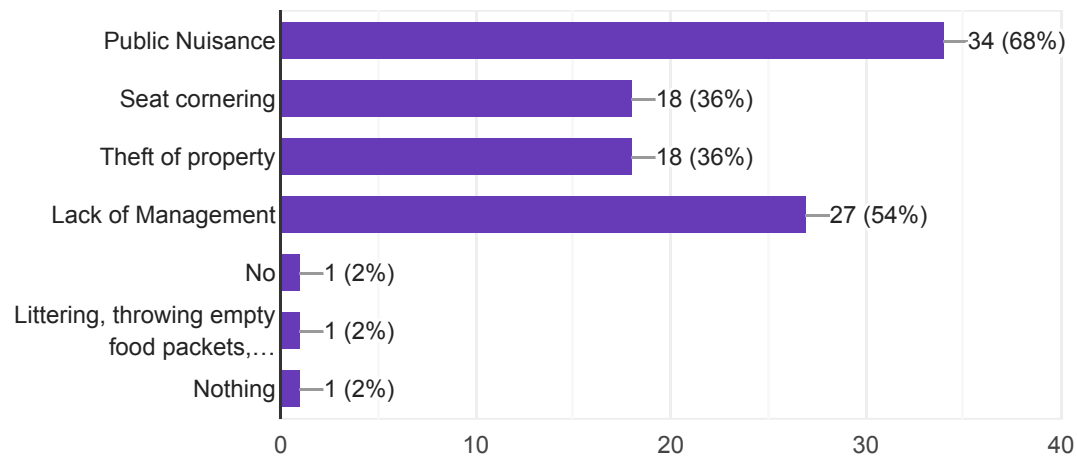


19. Rate your opinions of the Out-station or transportation facilities at stations.

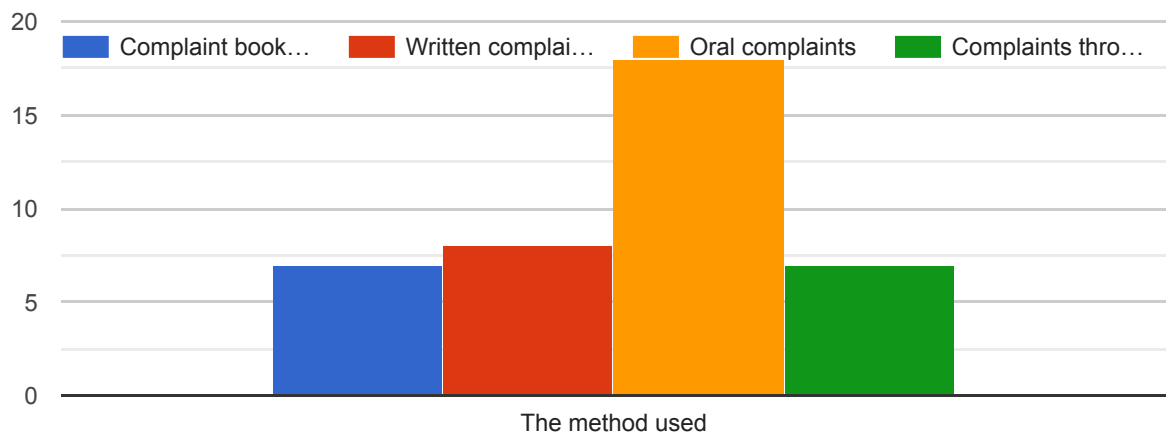


20. Have you ever faced with any offences in trains like the following

50 responses



21. If you have lodged any complaints to the railway authorities during the journey on or off board, specify experience?

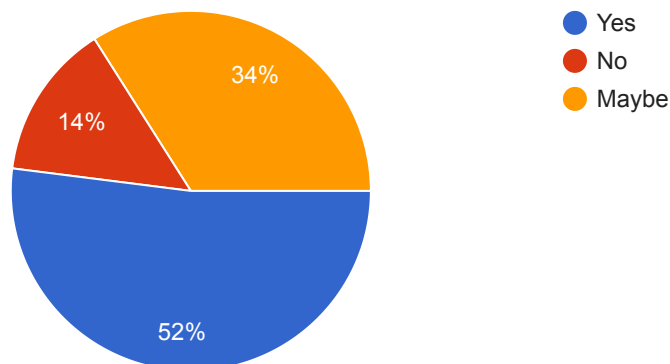


22. If you have lodged any complaints to the railways during the journey on or off board, specify experience?



23. Do you see for a better systematic Railway Service System anytime soon?

50 responses



Give your valuable suggestions in any of the above mentioned aspects

50 responses

None

No!

Nothing

-

Complaints could be digitalised

Punctuality should be increased further.

Safety onboard should be increased

-

Security and cleanliness on all platforms are still a major concern

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