

**PASSENGERS' SATISFACTION TOWARDS ON
BOARD AMENITIES IN INDIAN RAILWAY**
**(A Comparative Study of Three Divisions in the State of
Andhra Pradesh,India)**

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ABSTRACT

The newly formed Indian government has increased the railway charges to the tune of 14%, and wants to improve the Railways in general and passenger amenities in particular. In this connection a study has been conducted to know the satisfaction levels of passengers towards the on board amenities in Indian railways. India has the largest network of railways throughout the country. Indian railway network is the largest in Asia and the second largest in the world. Andhra Pradesh has an extensive railway line to cover all the parts of state and also its surrounding States. The trains which travel from one state to another state would pass through Andhra Pradesh, and all the passengers would get chance to visit Andhra Pradesh. The state today has progressed in all the aspects and railways played a significant role in developing industries and tourism in the state. The major problem faced by Indian railways is frequent accidents with old and outdated tracks, wagons and some single line routes. There is also negligence of employees due to lack of regular training and control. Many passengers have to reach the destination very fast and have to catch the connecting trains / air / bus. But they are facing problem when the trains are running late and sometimes sudden cancelations. This causes not only the cost but also dissatisfaction of the passengers unlike in advanced countries. The main aim of my research is to identify the attributes which passengers use to evaluation the service quality of Indian railways and passenger's satisfaction.

KEY WORDS: Railway, Passengers, Satisfaction, Amenities