STUDY OF PASSENGER’S SATISFACTION WITH RESPECT TO THE CATERING FACILITIES AVAILABLE AT RAIPUR RAILWAY STATION

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ABSTRACT

In the global context the Indian Railways is the second largest system in the world under a single management. It is world’s ninth largest commercial employer, with over 1.4 million employees. It operates around 11,000 trains every day, of which 7,000 are passenger trains. The total number of passengers booked during 2013-14 stood at 8,535 million, compared 8,602 million in 2012-13. Most of the cities, metros and states are connected by the railways. In India it is the most preferred mode of transportation for commuters and the long distance travelers. Besides train running, the Indian railway provides meals at the stations and also on trains. Indian railway serves one million meals per day, thus is also the largest caterer in the world. Railway is not merely about running Passenger and Freight trains; it is much more complex than what it appears. This study has been conducted to get an insight on the catering facilities available at Raipur railway station with respect to passenger’s satisfaction. It analyses whether the catering service provided by the railways meets the passenger’s expectation or not, whether the passengers are satisfied with the existing catering service provided in the Raipur railway station or not.

KEY WORDS: Catering service, Passengers satisfaction.

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