



मुंबई रेलवे विकास कॉर्पोरेशन लिमिटेड
MUMBAI RAILWAY VIKAS CORPORATION LTD.

Passenger Survey of new age
ICF manufactured MUTP PH-II
EMU rakes with M/s. Bombardier Electrics



APRIL-2015



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1. Background

The new rake was inaugurated by Hon. Railway Minister Shri. Mallikarjun Kharge on 27/10/2013 at Lokmanya Tilak Terminus.

The New Rake was introduced in service on 18th March, 2015 on Western Railway between Churchgate and Borivali.

2. Methodology

A. Simple and easy to understand questionnaire was prepared in three languages viz., Hindi, Marathi & English. In all 11 questions were listed with options to be ticked, making it easier for the commuters to indicate their options.

B. Strategy for conducting the Survey:

a) Survey Team: Five MRVC officials were deputed for conducting the survey from 06/04/2015 to 16/04/2015 on the train. The names of the team members is as under:

1) Shri. V.K. Pandit	TI
2) Shri. Manoj Ghosalkar	TI
3) Shri. S.V. Naidu	TI
4) Shri. Mangesh Pednekar	PRI
5) Smt. Deepa Rane	CA

b) The passenger opinion was taken from both Gents & Ladies compartments in Ist & IInd Class.

c) A total of 3061 samples were collected from commuters.

d) Also, the feedback form was uploaded on MRVC's website, so that commuters can directly send their feedback. Only 15 responses were received through email.

Sample survey form is attached as Annexure-A.

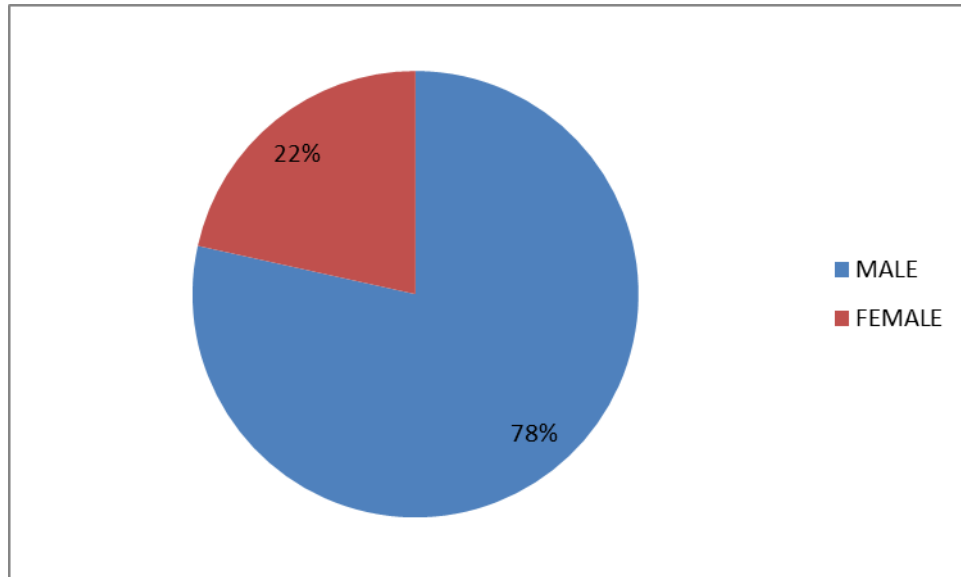
3. Summary of results:

The results of the commuter feedback of new age ICF manufactured MUTP Ph-II EMU rakes with M/s.Bombardier Electrics are summarized in table below:

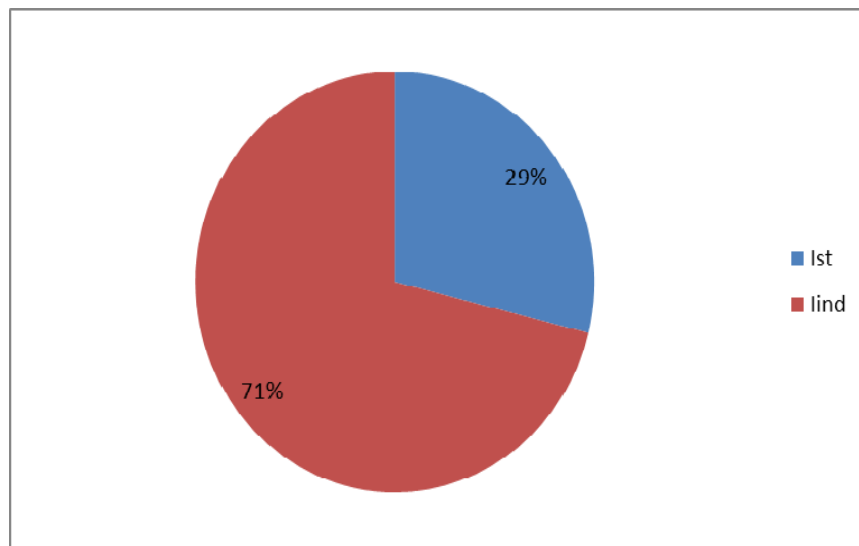
Sr. No.	ITEM	OPTIONS	FEEDBACK in %
1	Seating Pattern	a) OK	98%
		b) Not OK	2%
2	Leg space between seats in 1 st class compartment	a) Adequate	94%
		b) Inadequate	6%
3	Leg space between seats in 2 nd class compartment	a) Adequate	95%
		b) Inadequate	5%
4	Visibility of Display of Passenger Information System	a) Adequate	82%
		b) Needs Relocation	18%
5	Forced Ventilation System	a) Adequate	93%
		b) Inadequate	7%
6	Number of fans& other electrical fittings	a) Adequate	87%
		b) Inadequate	13%
7	Grab Handles for standing passages	a) Adequate	94%
		b) Inadequate	6%
8	Height & width of luggage rack	a) Adequate	91%
		b) Needs to be lowered	9%
9	Window size	a) Adequate	93%
		b) Inadequate	7%
10	Hexagonal center pole at door for boarding / alighting	a) OK	70%
		b) Not OK	30%
11	Width of Ist Class Seat	a) Comfortable	94%
		b) Uncomfortable	6%

4. Analysis:

Gender Classification		%
Male	2414	78%
Female	662	22%
TOTAL		3076 100%



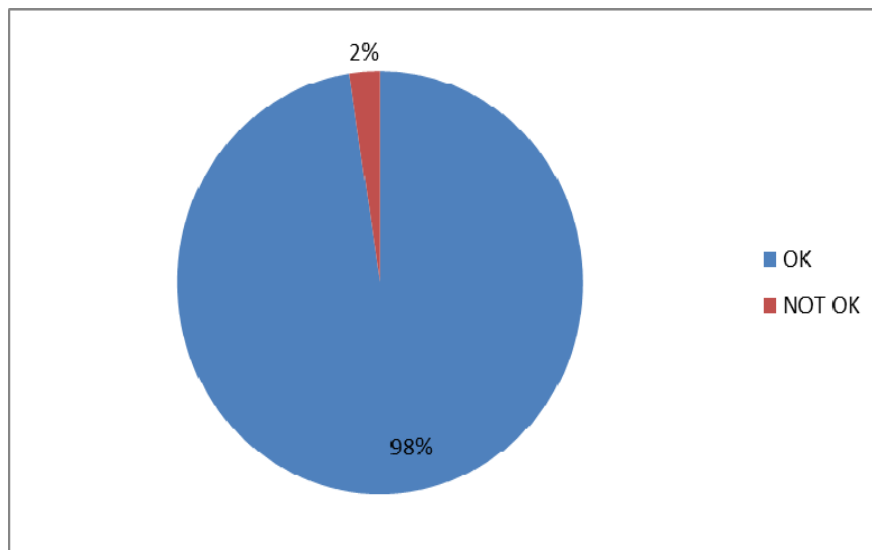
Class Classification		%
Ist Class	899	29%
IInd Class	2177	71%
TOTAL		3076 100%



1) Seating Pattern

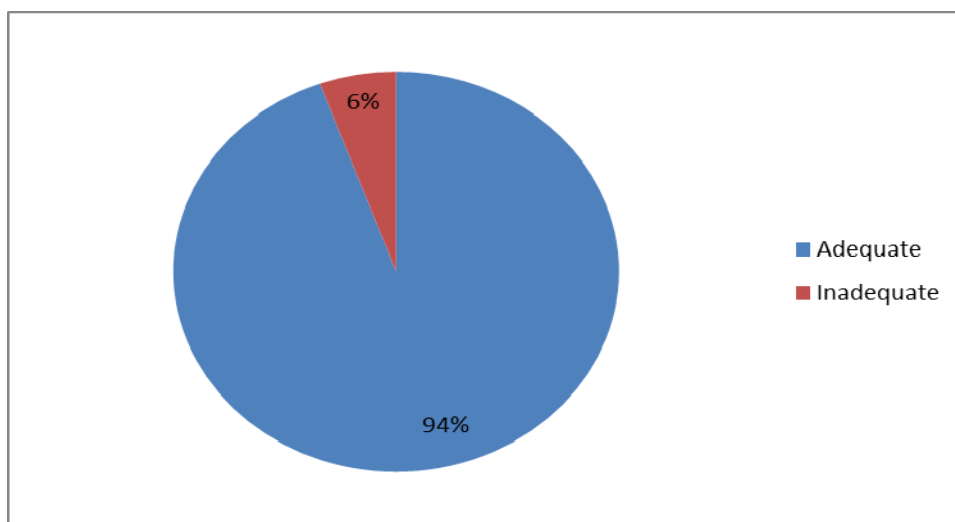


Options	Respondents	%
OK	3001	98%
Not OK	75	2%
TOTAL	3076	100%



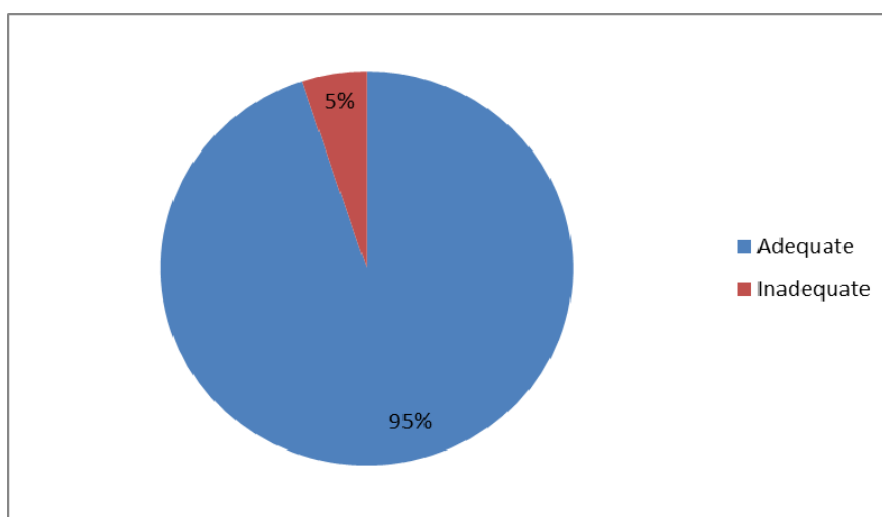
2) Leg Space between seats in Ist Class Compartment.

Options	Respondents	%
Adequate	849	94%
Inadequate	50	6%
TOTAL	899	100%



3) Leg Space between seats in IInd Class Compartment:

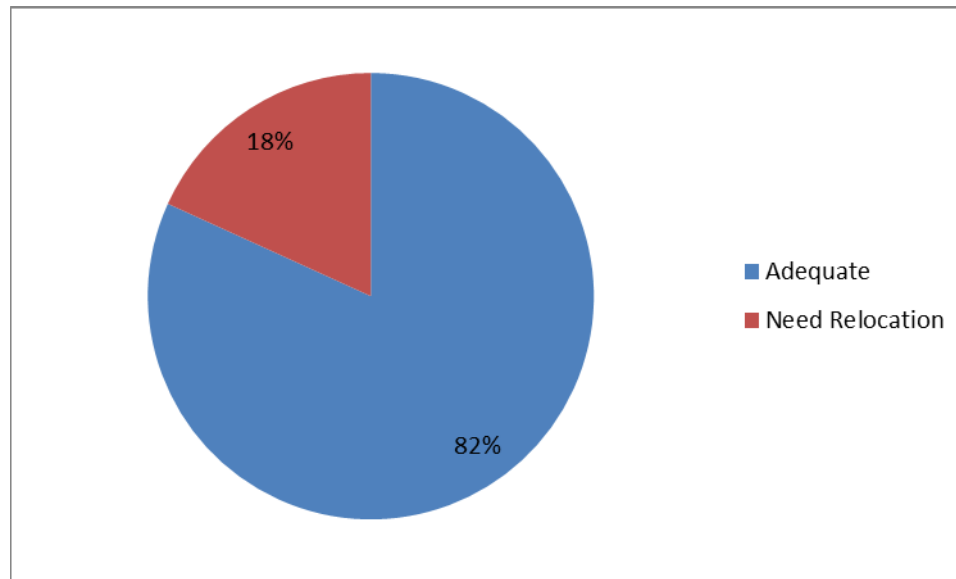
Options	Respondents	%
Adequate	2066	95%
Inadequate	111	5%
TOTAL	2177	100%



4) Visibility of Display of Passenger Information System:

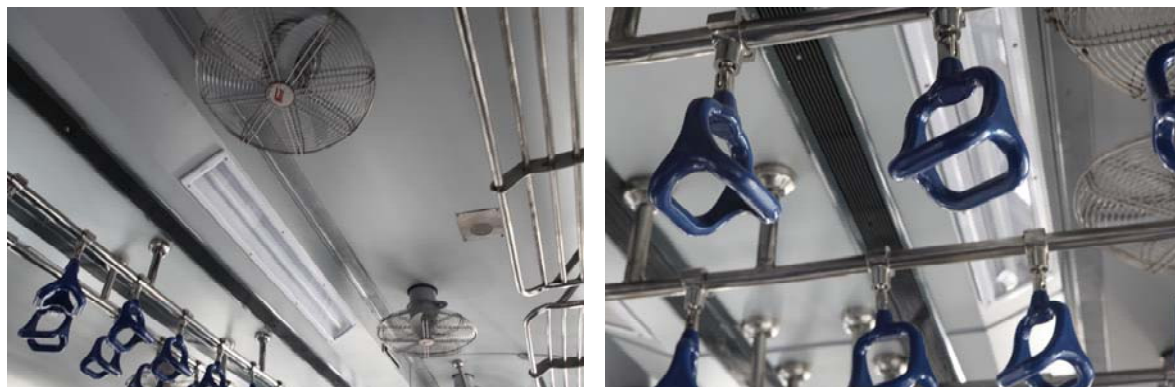


Options	Respondents	%
Adequate	2516	82%
Needs Relocation	560	18%
TOTAL	3076	100%

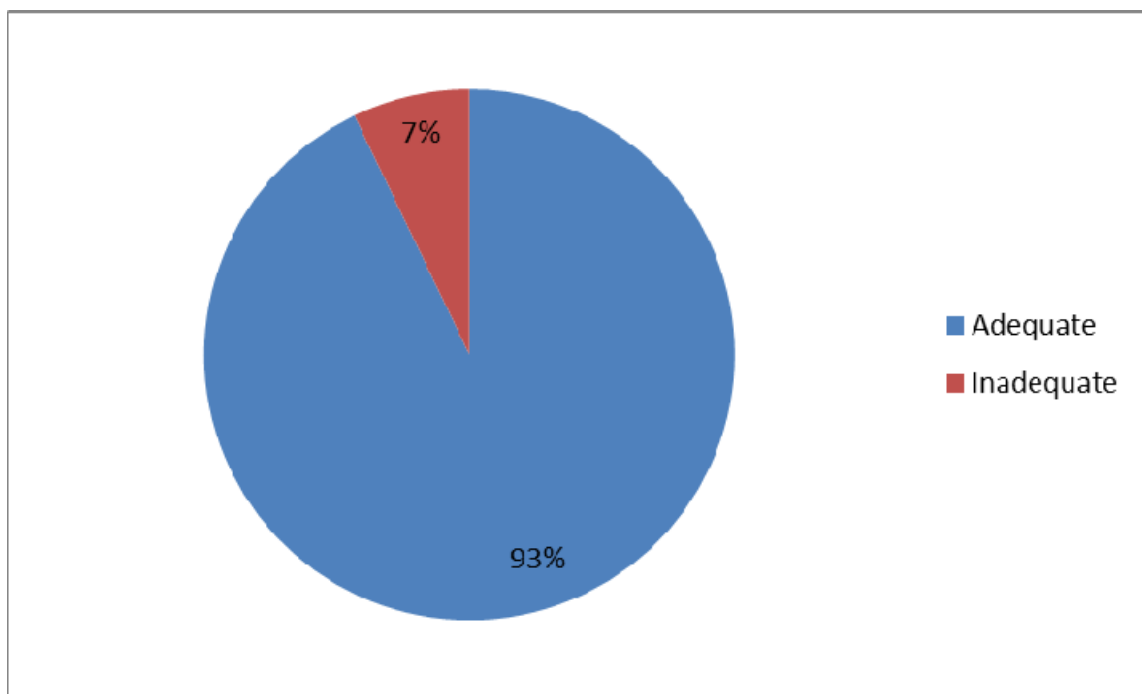


REMARKS: The location of Passenger Information System (PIS) is such that the view is obstructed by the grab handles due to which it is difficult to read the displayed information.

5) Forced Ventilation System:



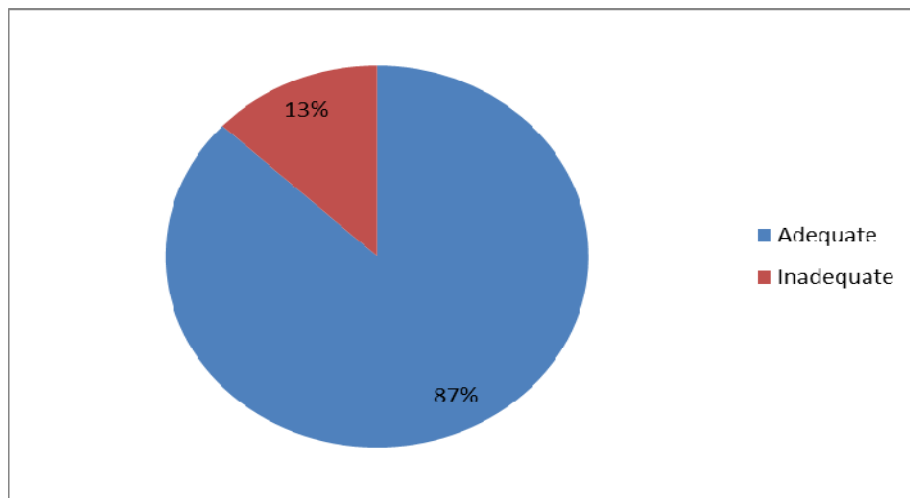
Options	Respondents	%
Adequate	2856	93%
Inadequate	220	7%
TOTAL	3076	100%



6) Number of fans & other electrical fittings:



Options	Respondents	%
Adequate	2675	87%
Inadequate	401	13%
TOTAL	3076	100%

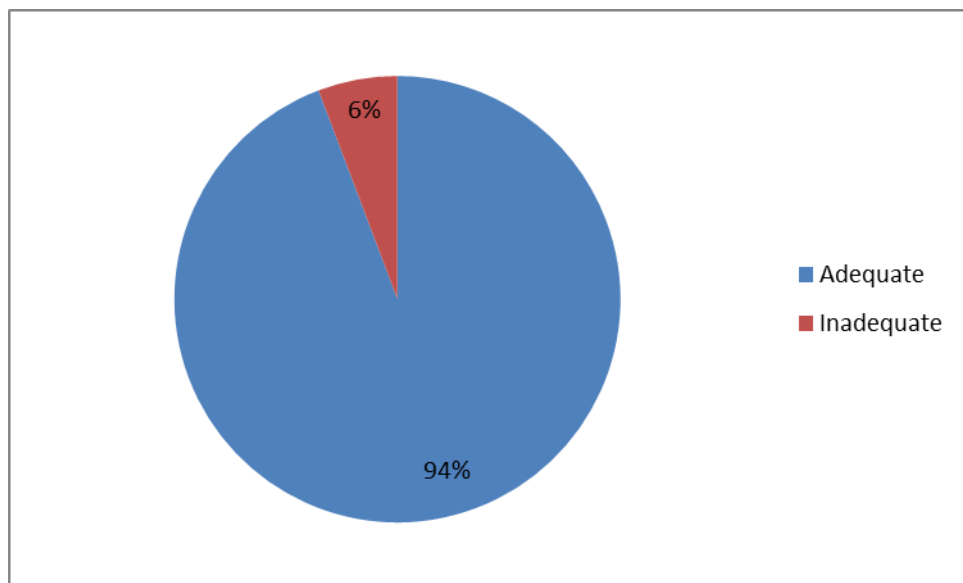


REMARKS: In the new rake, the gap between switches & luggage rack is very less, making it inconvenient to operate. There is provision of single fan in the seating area. The demand is for more numbers of fans.

7) Grab Handles for standing Passages:



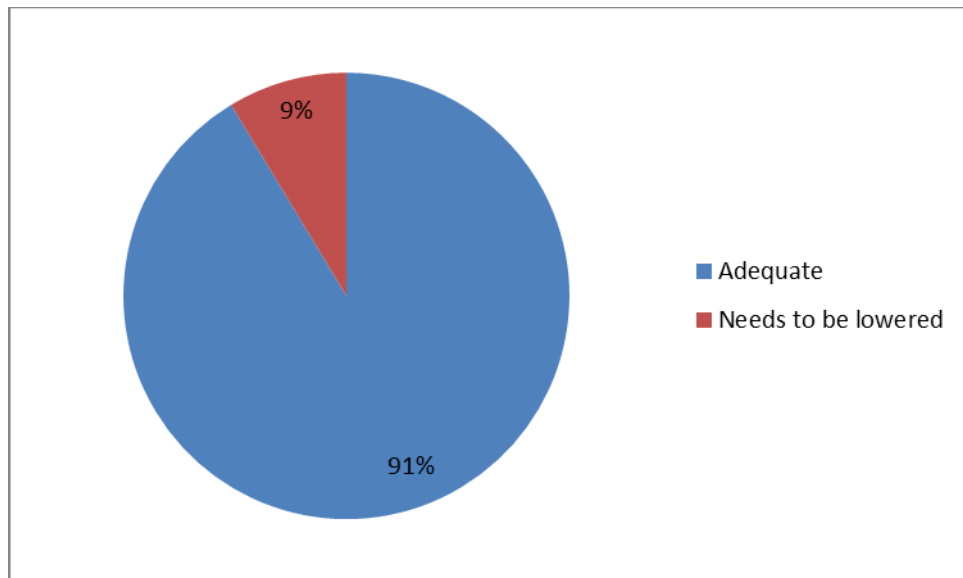
Options	Respondents	%
Adequate	2899	94%
Inadequate	177	6%
TOTAL	3076	100%



8) Height & width of luggage rack:



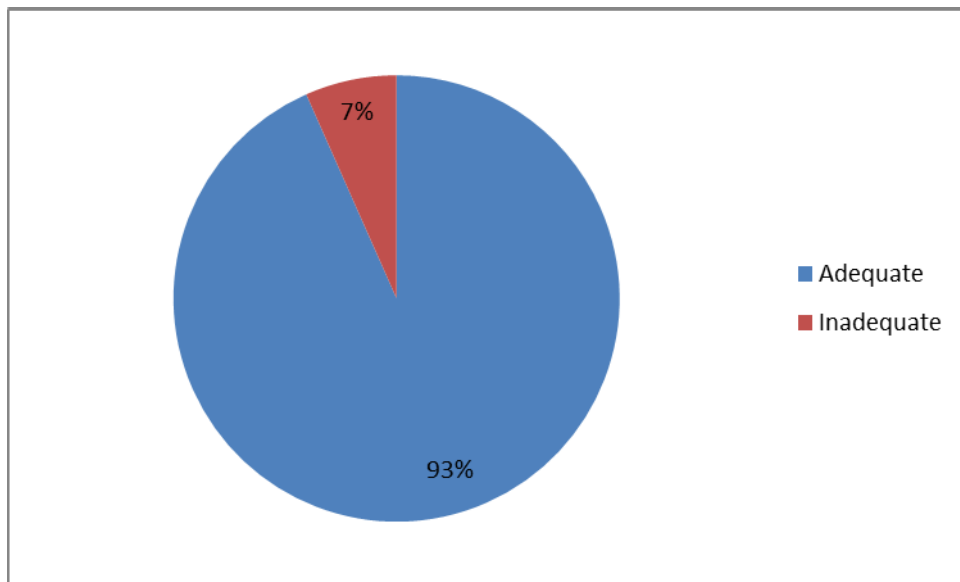
Options	Respondents	%
Adequate	2810	91%
Needs to be lowered	266	9%
TOTAL	3076	100%



9) Window size:



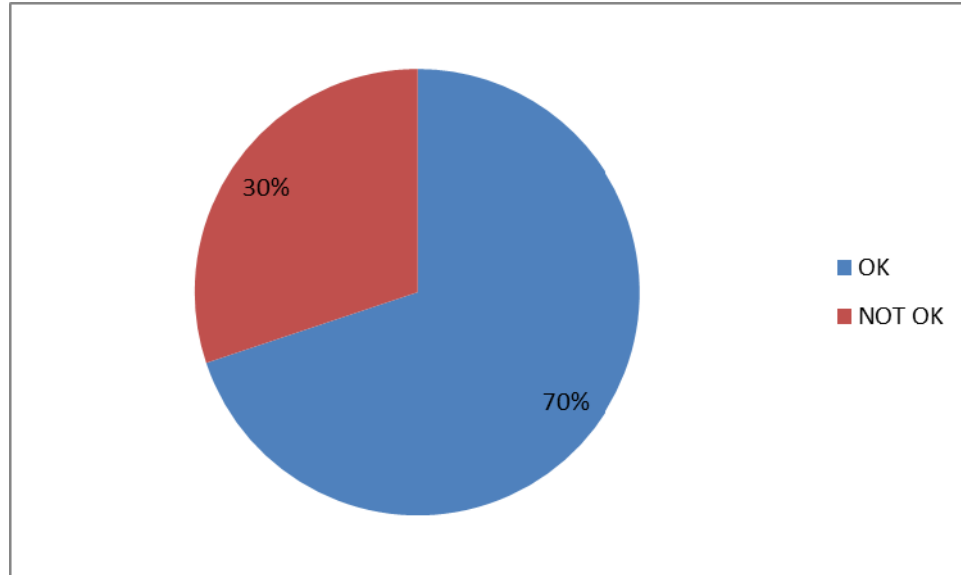
Options	Respondents	%
Adequate	2872	93%
Inadequate	204	7%
TOTAL	3076	100%



10) Hexagonal center pole at door for boarding /alighting:

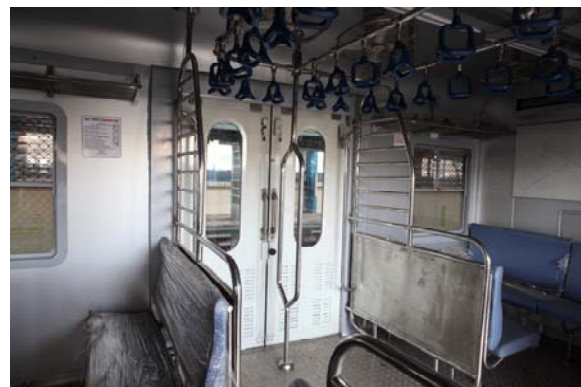


Options	Respondents	%
OK	2149	70%
Not OK	927	30%
TOTAL	3076	100%

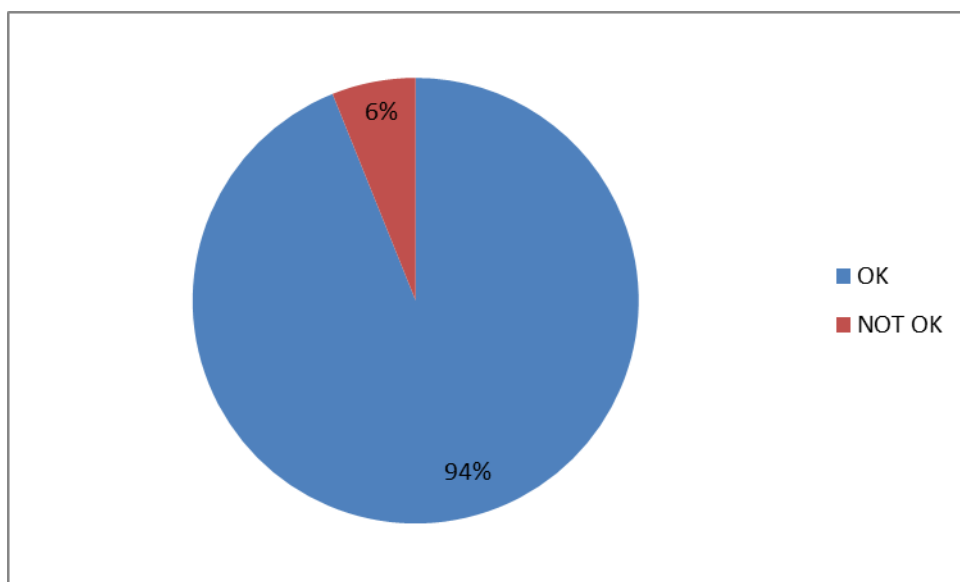


REMARKS: 30% Commuters are not satisfied with the hexagonal center pole provided at the door for alighting/boarding. They suggested replacing it with the single rod as provided in the Siemens rakes.

11) Width of first Class seat:



Options	Respondents	%
Comfortable	2889	94%
Uncomfortable	187	6%
TOTAL	3076	100%



5. Suggestions received under column "Any other suggestions":

- Provision of TV in each coach.
- Fan on/off switch to be shifted near door.
- Direction of fans should be changed so that all passengers can get sufficient air.
- Seats are not comfortable; passengers have to sit hunched as its back is curved.
- Select dark colour for trains to avoid stains.
- A/C Train + Charger Point + Dustbins in Trains.
- Display Indicator should be displayed above door, like Metro Trains.
- Window Glasses need film coatings.
- Door should be automatic so as to avoid accidents.
- Luggage rack design should be modified & two racks can be made into single to increase luggage space.
- Prevent advertisements in coach.
- Announcement speaker very loud & disturbing, volume to be reduced.
- Automatic door closing.
- Handle to be provided between seats.
- Steel grills behind the seats near doors in Siemens train narrowed down to avoid chain snatching which is not there in this rake.
- Police / CCTV camera for safety.
- Forced ventilation system creates noise.
- Increase number of ladies compartments.
- Seating like metro.
- Luggage rack should be moulded upwards
- LED Tube lights in rakes.
- 2 nos. of 2 feet length of tube lights needs to be provided instead of one 4 feet long tube.



MUMBAI RAILWAY VIKAS CORPORATION LTD

New age ICF manufactured MUTP Ph-II EMU rakes with M/s.Bombardier Electrics has been introduced for passenger services on Western Railway w.e.f. 18.03.2015. Commuters are requested to send feedback/suggestions with regard to passenger amenities / facilities in the rake for further improvement, if found feasible. Please ✓ at the appropriate answer in feedback column

Sr. No.	ITEM	OPTIONS	FEEDBACK
1	Seating Pattern	c) OK	
		d) Not OK	
2	Leg space between seats in 1 st class compartment	c) Adequate	
		d) Inadequate	
3	Leg space between seats in 2 nd class compartment	c) Adequate	
		d) Inadequate	
4	Visibility of Display of Passenger Information System	c) Adequate	
		d) Needs Relocation	
5	Forced Ventilation System	c) Adequate	
		d) Inadequate	
6	Number of fans& other electrical fittings	c) Adequate	
		d) Inadequate	
7	Handles for standing passages	c) Adequate	
		d) Inadequate	
8	Height & width of luggage rack	c) Adequate	
		d) Needs to be lowered	
9	Window size	c) Adequate	
		d) Inadequate	
10	Handle at door for boarding / alighting	c) OK	
		d) Not OK	
11	Width of Ist Class Seat	c) Comfortable	
		d) Uncomfortable	

Any other suggestion :-----

Name: ----- Male Female Class

Address -----

email ----- Age Group: 0-25 26-50 Above 50

Tel/ Mobile No.: ----- Date: ----- Signature -----