

## Customer Satisfaction Survey

### Mumbai Rail Vikas Corporation Ltd. & Wilbur Smith Associates

Sample No: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_ Enumerator Name: \_\_\_\_\_  
**Corridor:** WR /CR /HB \_\_\_\_\_ **Fast/Slow** \_\_\_\_\_ **SCG / SCL /FCG / FCL / VENDOR / PH** \_\_\_\_\_  
**Boarding / Alighting** \_\_\_\_\_ **Station Name:** \_\_\_\_\_ **Train No.:** \_\_\_\_\_  
**Boarding Station :** \_\_\_\_\_ **Changing Station:** \_\_\_\_\_ **Destination:** \_\_\_\_\_

**Personal Information**

1. Name : \_\_\_\_\_ Mobile: \_\_\_\_\_ Email : \_\_\_\_\_  
 2. Sex: Male/Female \_\_\_\_\_ Age: \_\_\_\_\_ Occupation: \_\_\_\_\_  
 3. Monthly Income (in Rs): 1. <10000    2.10000-20000    3.20000-30000    4.30000-40000    5. >40000  
 4. **Ticket Type:** Single/Return/Tourist Pass/MST/QST    Purchase of Ticket: Counter / ATVM / CVM  
 5. **Purpose of Trip:** 1. Work    2. Business    3. Social    4.School/college    5. Tourist    6. Others  
 6. **Frequency of Trip:** 1. Daily    2. Alternate Day    3.Weekly    4. Biweekly    5.Occasionall

<b>1. Satisfaction for Facilities inside the Trains</b>					
<b>Facilities /Particulars</b>	<b>Very satisfied</b>	<b>satisfied</b>	<b>dissatisfied</b>	<b>Very dissatisfied</b>	<b>Do not Know</b>
Riding Comfort & noise while on run					
Seating Pattern & Number of Seats					
Quality of Seat & Seating Comfort					
Number and working of Fans, Lights, Blowers etc.					
Height, Width, Length of Luggage Racks					
The provision of information during the journey					
Clarity of announcement, Signage & Information Display					
Number & Location of Handles					
Size of Window, quality of glass, overall design & effective Ventilation					
Cleanliness and good maintenance of rail coaches					
Riding Comfort & the comfort of the seating area					
Leg space between seats					
Travelling speed of the trains & time taken to reach					
Sufficient capacity / space for passengers in rail coaches					
Colour combination & ambience					
Security of Passengers, especially ladies & availability of security staff on trains					
Flooring, interior & outer look					

Environmental Friendliness					
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<b>2. Facilities at the sub-urban stations</b>					
<b>Particulars</b>	<b>Very satisfied</b>	<b>satisfied</b>	<b>dissatisfied</b>	<b>Very dissatisfied</b>	<b>Do not Know</b>
Cleanliness / good maintenance of station facilities					
Number of Entry and Exits					
Circulating Area					
Number of Ticket Counters/ ATVMs/CVMs					
Ease & Time taken to purchase the ticket					
Signage / Clarity of Announcement & Provision of information about train schedules/platforms					
Availability of Parking Space					
Waiting Room, Eateries, stalls etc.					
Drinking water Facility					
Toilets for Gents / Ladies					
Lighting, Fans, Telephone					
Facilities for Physically Challenged Persons					
Easy and accessible complaint handling mechanism					

<b>3. Facilities at Platforms</b>					
<b>Facilities/ Particulars</b>	<b>Very satisfied</b>	<b>satisfied</b>	<b>dissatisfied</b>	<b>Very dissatisfied</b>	<b>Do not Know</b>
Seating Arrangement					
Passenger Information Display/Signage					
Toilets – Gents / Ladies					
Telephone facility					
Lighting, Fans, etc.,					
Platform Width					
Roof above the platform					
Availability of Ramp & other disabled or elderly friendly facilities					

4. Facilities at FOB's/Subways					
Facilities Particulars	Very satisfied	satisfied	dissatisfied	Very dissatisfied	Do not Know
Number of FOB's /Subways					
Width of FOB/Subways					
Lighting at FOB/Subways					
Side walls at FOB /Subways					
Cleanliness / good maintenance of FOB /Subways					

5. Overall Satisfaction					
Particulars	Very satisfied	satisfied	dissatisfied	Very dissatisfied	Do not Know
Punctuality/reliability (i.e. departing and arriving on time)					
Travel cost					
Frequency of services					
Connections with other modes of public transport					
Personal security/safety at Station/Platform/FOBs / Trains					
Adequacy of ladies coaches & ladies special trains					
Proportionate areas earmarked for SCG / SCL /FCG / FCL / VENDOR / PH					
Assistance and information for disabled or elderly people in station and in trains					
<b>Any other suggestion:</b>					

**Supervisor Name:**

**Sign:**

**Coordinator Name:**

**Sign:**