

विकास शिविर चौखंड इकोचोरा

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**Making every train journey a
pleasurable experience**

We asked – what really matters to Indian Railways' passengers?

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Before travel

- Right information at the right time
- Cleanliness of stations
- Not overcrowded platforms

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During travel

- Cleanliness of coaches and toilets
- Punctuality
- Variety and quality of food
- Sense of security

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After travel

- Collection and implementation of feedback
- Easy availability of porters and transport

5 key areas to address as part of passenger feedback

Manage

Passenger flow

Punctuality

Better catering and cleanliness

Better amenities

Integrated information &
feedback mechanism

Addressing passenger flow

Access Control in major stations



- Platform only for passengers
- Done successfully in all airports/ metro stations in India
- Can be implemented by retrofitting stations – start with a few select stations

Addressing punctuality & travel comfort

Temperature controlled, automatic doors & sealed windows



- Worldwide, most railways have moved to 100% AC rakes
- Minimum class of travel should be temperature-controlled
- Will solve many issues – punctuality, cleanliness and enhanced travel experience

Addressing catering and cleanliness

Overhaul of contracts



- Unbundle food preparation and food serving
- Aggregate contracts to encourage large contractors
- Create empaneled list of large contractors to mobilize at short notice
- Incorporation of passenger feedback in contracts can help improve service orientation

Improving amenities

Better amenities through UDF



- User development fee of INR 100 to 500 charged by 5 major airports in India
- Charging user fee of INR 1 to 6 lac passengers per day on New Delhi Railway Station can generate funds of INR 220 crores over 10 years.

Creating a reliable measurement and information system

Reliable system of measurement



- Common application and integrated information system from planning journey, onboard experience and destination
- IR to develop a customer satisfaction score based on regular customer surveys and social media updates (twitter)

Implementation timeline

Milestones	Planned date of implementation
Alter service contracts	March 2017
Create a measure for passenger experience	June 2017
Introduce user fee for stations modernization	June 2017
Implement access control (10 pilot stations)	March 2018
Introduce in a phased manner only sealed, temperature controlled/air cooled coaches	December 2019

***From
Customer Complaints
to
Customer Delight***

Thank You