



Office of the Principal Chief Commercial Manager

South Central Railway, Ministry of Railways, Government of India

Rail Nilayam, Secunderabad -500025 (Telangana)

No.C.568/GII/TC/Misc/2018

Date 19-03-2020

Sr. DCMs/SC, HYB, BZA, GTL, GNT & NED

Sub: Permission to conduct on-board passenger survey.

Ref: EDPM/Rly.Brd Lr.No.2011/TG-I/10/NHSRA/1 Dated 18.02.20

A Team consisting of 9(nine) Members will be conducting an on-board Passenger survey to undertake feasibility study on private participation in Passenger train operations.

In this connection Railway Board letter and details of the trains is enclosed for information and necessary action.

Encl: as above

(K.Sathyanarayana)

SCM/Resv

for Principal Chief Commercial Manager.

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GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)
(RAILWAY BOARD)

ny

No. 2011/TG-I/10/NHSRA/1

New Delhi, dtd. 18.02.2020

SCR Principal Chief Commercial Manager,
All Zonal Railways

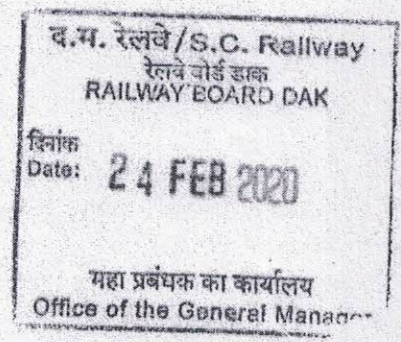
Manager (P&C)
RITES Limited
RITES Bhawan,
Gurgaon, Haryana-122001

PCCy

Sub: Permission to conduct on-board passenger survey.

M/s RITES have been engaged as the consultant to undertake feasibility study on Private Participation in Passenger Train operations. In this context, M/s RITES will be conducting an on-board passenger survey in association with M/s Deloitte Touche Tohmatsu India LLP ("Deloitte"). The name of the members of Deloitte who will be engaged in the survey is as below:-

- (i) Peeyush Naidu
- (ii) Shakeel Ahmed.
- (iii) Manish Puri
- (iv) Kartik Sood
- (v) Saurabh Kumar
- (vi) Pulkita sharma
- (vii) Rushabh Shah
- (viii) Qasim Mahimwala
- (ix) Ankita Singh



2. The list of 100 origin destination pair of routes where the feasibility study is expected to be conducted is enclosed herewith. It is requested to provide necessary assistance and facilitate the process of survey conduction.

(Signature)
(Neera Sharma)
Executive Director Passenger Marketing
Railway Board

Copy to:- ED/Transformation, PED/Coaching/Railway Board2 for information

S.No	Cluster Name	From	To
1	Mumbai (Cluster 1)	KALBURGI	Panvel
2	Mumbai (Cluster 1)	Panvel	Kalburgi
3	Mumbai (Cluster 1)	Panvel	Ajni
4	Mumbai (Cluster 1)	Ajni	Panvel
5	Mumbai (Cluster 1)	Panvel	Madgaon
6	Mumbai (Cluster 1)	Madgaon	Panvel
7	Mumbai (Cluster 1)	Panvel	Ajni
8	Mumbai (Cluster 1)	Ajni	Panvel
9	Mumbai (Cluster 1)	Panvel	Manduadih
10	Mumbai (Cluster 1)	Manduadih	Panvel
11	Mumbai (Cluster 1)	Panvel	Kanpur
12	Mumbai (Cluster 1)	Kanpur	Panvel
13	Mumbai (Cluster 1)	Panvel	Santragachi
14	Mumbai (Cluster 1)	Santragachi	Panvel
1	Mumbai (Cluster 2)	Mumbai Central	New Delhi
2	Mumbai (Cluster 2)	New Delhi	Mumbai Central
3	Mumbai (Cluster 2)	Dadar	Vatva
4	Mumbai (Cluster 2)	Vatva	Dadar
5	Mumbai (Cluster 2)	Udhna	Dadar
6	Mumbai (Cluster 2)	Dadar	Udhna
7	Mumbai (Cluster 2)	Dadar	Vadodara
8	Mumbai (Cluster 2)	Vadodara	Dadar
9	Mumbai (Cluster 2)	Bandra T	Akola
10	Mumbai (Cluster 2)	Akola	Bandra T
11	Mumbai (Cluster 2)	Bandra T	Nandurbar
12	Mumbai (Cluster 2)	Nandurbar	Bandra T
13	Mumbai (Cluster 2)	Udhna	Manduadih
14	Mumbai (Cluster 2)	Manduadih	Udhna
15	Mumbai (Cluster 2)	Udhna	Patna
16	Mumbai (Cluster 2)	Patna	Udhna
17	Mumbai (Cluster 2)	Jogeshwari	Tilak Bridge
18	Mumbai (Cluster 2)	Tilak Bridge	Jogeshwari
19	Mumbai (Cluster 2)	Indore	Danapur
20	Mumbai (Cluster 2)	Danapur	Indore
21	Mumbai (Cluster 2)	Parel	Shirdi
22	Mumbai (Cluster 2)	Shirdi	Parel
1	Delhi (Cluster 1)	New Delhi	New Rishikesh
2	Delhi (Cluster 1)	New Rishikesh	New Delhi
3	Delhi (Cluster 1)	New Delhi	Haridwar
4	Delhi (Cluster 1)	Haridwar	New Delhi
5	Delhi (Cluster 1)	Indore	Okhla
6	Delhi (Cluster 1)	Okhla	Indore
7	Delhi (Cluster 1)	New Delhi	Manduadih
8	Delhi (Cluster 1)	Manduadih	New Delhi

S.No	Cluster Name	From	To
9	Delhi (Cluster 1)	Anand Vihar	Darbhangha
10	Delhi (Cluster 1)	Darbhangha	Anand Vihar
11	Delhi (Cluster 1)	Anand Vihar	Badgam
12	Delhi (Cluster 1)	Badgam	Anand Vihar
13	Delhi (Cluster 1)	Gomtinagar	Tilak Bridge
14	Delhi (Cluster 1)	Tilak Bridge	Gomtinagar
15	Delhi (Cluster 1)	Bijwasan	Sabarmati
16	Delhi (Cluster 1)	Sabarmati	Bijwasan
1	Delhi (Cluster 2)	Okhla	Udaipur
2	Delhi (Cluster 2)	Udaipur	Okhla
3	Delhi (Cluster 2)	Guwahati	Tilak Bridge
4	Delhi (Cluster 2)	Tilak Bridge	Guwahati
5	Delhi (Cluster 2)	Barauni	Anand Vihar
6	Delhi (Cluster 2)	Anand Vihar	Barauni
7	Delhi (Cluster 2)	Hadapsar	Okhla
8	Delhi (Cluster 2)	Okhla	Hadapsar
9	Delhi (Cluster 2)	Lalkuan	Delhi
10	Delhi (Cluster 2)	Delhi	Lalkuan
1	Chandigarh	Holambi Kalan	Chheharta
2	Chandigarh	Chheharta	Holambi Kalan
3	Chandigarh	New Delhi	Chandigarh
4	Chandigarh	Chandigarh	New Delhi
5	Chandigarh	Lucknow	Jammu Tawi
6	Chandigarh	Jammu Tawi	Lucknow
7	Chandigarh	Ludhiana	Sultanpur
8	Chandigarh	Sultanpur	Ludhiana
9	Chandigarh	Faizabad	Bhatinda
10	Chandigarh	Bhatinda	Faizabad
11	Chandigarh	Sant Hirdaram Nagar	Chandigarh
12	Chandigarh	Chandigarh	Sant Hirdaram Nagar
13	Chandigarh	Sant Hirdaram Nagar	Bandra T
14	Chandigarh	Bandra T	Sant Hirdaram Nagar
15	Chandigarh	Habibganj	Hadapsar
16	Chandigarh	Hadapsar	Habibganj
1	Howrah (Cluster 1)	Tatanagar	Shalimar
2	Howrah (Cluster 1)	Shalimar	Tatanagar
3	Howrah (Cluster 1)	Shalimar	Pune
4	Howrah (Cluster 1)	Pune	Shalimar
5	Howrah (Cluster 1)	Howrah	Chennai
6	Howrah (Cluster 1)	Chennai	Howrah
7	Howrah (Cluster 1)	Puri	Shalimar
8	Howrah (Cluster 1)	Shalimar	Puri
9	Howrah (Cluster 1)	Shalimar	Ranchi

S.No	Cluster Name	From	To
10	Howrah (Cluster 1)	Ranchi	Shalimar
11	Howrah (Cluster 1)	New Bongaigaon	Howrah
12	Howrah (Cluster 1)	Howrah	New Bongaigaon
13	Howrah (Cluster 1)	Howrah	Anand Vihar
14	Howrah (Cluster 1)	Anand Vihar	Howrah
15	Howrah (Cluster 1)	Howrah	Manduadih
16	Howrah (Cluster 1)	Manduadih	Howrah
17	Howrah (Cluster 1)	Sealdah	Guwahati
18	Howrah (Cluster 1)	Guwahati	Sealdah
19	Howrah (Cluster 1)	Pune	Dibrugarh
20	Howrah (Cluster 1)	Dibrugarh	Pune
1	Patna (Cluster 1)	New Delhi	Patna
2	Patna (Cluster 1)	Patna	New Delhi
3	Patna (Cluster 1)	Gaya	Anand Vihar
4	Patna (Cluster 1)	Anand Vihar	Gaya
5	Patna (Cluster 1)	Patna /	Panvel /
6	Patna (Cluster 1)	Panvel /	Patna /
7	Patna (Cluster 1)	Darbhanga	Jogeshwari
8	Patna (Cluster 1)	Jogeshwari	Darbhanga
9	Patna (Cluster 1)	Patliputra	TCTB
10	Patna (Cluster 1)	TCTB	Patliputra
11	Patna (Cluster 1)	Gorakhpur	TCTB
12	Patna (Cluster 1)	TCTB	Gorakhpur
13	Patna (Cluster 1)	Patna	Hadapsar
14	Patna (Cluster 1)	Hadapsar	Patna
15	Patna (Cluster 1)	Asansol	Udhna
16	Patna (Cluster 1)	Udhna	Asansol
17	Patna (Cluster 1)	Asansol	PURI
18	Patna (Cluster 1)	PURI	Asansol
1	Allahabad	Allahabad	Panvel
2	Allahabad	Panvel	Allahabad
3	Allahabad	Allahabad	Ahmedabad
4	Allahabad	Ahmedabad	Allahabad
5	Allahabad	Allahabad	Puri
6	Allahabad	Puri	Allahabad
7	Allahabad	Kanpur	New Delhi
8	Allahabad	New Delhi	Kanpur
9	Allahabad	Ambala	Allahabad
10	Allahabad	Allahabad	Ambala
11	Allahabad	Allahabad	Hadapsar
12	Allahabad	Hadapsar	Allahabad
13	Allahabad	Gorakhpur	Jogeshwari
14	Allahabad	Jogeshwari	Gorakhpur
15	Allahabad	Allahabad	TCTB

S.No	Cluster Name	From	To
16	Allahabad	TCTB	Allahabad
17	Allahabad	Howrah	Bhagalpur
18	Allahabad	Bhagalpur	Howrah
19	Allahabad	Habibganj	Agartala
20	Allahabad	Agartala	Habibganj
21	Allahabad	Habibganj	Rajkot
22	Allahabad	Rajkot	Habibganj
23	Allahabad	Jhansi	Bandra T
24	Allahabad	Bandra T	Jhansi
1	Secunderabad (Cluster 1)	Charlapalli	Srikakulam
2	Secunderabad (Cluster 1)	Srikakulam	Charlapalli
3	Secunderabad (Cluster 1)	Lingampalli	Tirupati
4	Secunderabad (Cluster 1)	Tirupati	Lingampalli
5	Secunderabad (Cluster 1)	Guntur	Lingampalli
6	Secunderabad (Cluster 1)	Lingampalli	Guntur
7	Secunderabad (Cluster 1)	Guntur	Kurnool
8	Secunderabad (Cluster 1)	Kurnool	Guntur
9	Secunderabad (Cluster 1)	Charlapalli	Varanasi
10	Secunderabad (Cluster 1)	Varanasi	Charlapalli
11	Secunderabad (Cluster 1)	Charlapalli	Panvel
12	Secunderabad (Cluster 1)	Panvel	Charlapalli
13	Secunderabad (Cluster 1)	Panvel	Aurangabad
14	Secunderabad (Cluster 1)	Aurangabad	Panvel
15	Secunderabad (Cluster 1)	Visakhapatnam	Vijaywada
16	Secunderabad (Cluster 1)	Vijaywada	Visakhapatnam
17	Secunderabad (Cluster 1)	Visakhapatnam	Tirupati
18	Secunderabad (Cluster 1)	Tirupati	Visakhapatnam
19	Secunderabad (Cluster 1)	Shalimar	Charlapalli
20	Secunderabad (Cluster 1)	Charlapalli	Shalimar
1	Jaipur	Ajmer	Jogeshwari
2	Jaipur	Jogeshwari	Ajmer
3	Jaipur	Jaipur	Bandra T
4	Jaipur	Bandra T	Jaipur
5	Jaipur	Shakurbasti	Ajmer
6	Jaipur	Ajmer	Shakurbasti
7	Jaipur	TCTB	Jaipur
8	Jaipur	Jaipur	TCTB
9	Jaipur	Jaipur	Jaisalmer
10	Jaipur	Jaisalmer	Jaipur
11	Jaipur	Jaipur	SVDK
12	Jaipur	SVDK	Jaipur
13	Jaipur	Kota	Ajmer
14	Jaipur	Ajmer	Kota
15	Jaipur	Bhagat Ki Kothi	Chennai

S.No	Cluster Name	From	To
16	Jaipur	Chennai	Bhagat Ki Kothi
17	Jaipur	Bhagat Ki Kothi	Sabarmati
18	Jaipur	Sabarmati	Bhagat Ki Kothi
1	Chennai (Cluster 1)	Tambaram	Madurai
2	Chennai (Cluster 1)	Madurai	Tambaram
3	Chennai (Cluster 1)	Chennai	Panvel
4	Chennai (Cluster 1)	Panvel	Chennai
5	Chennai (Cluster 1)	Chennai	Mangalor Jn.
6	Chennai (Cluster 1)	Mangalor Jn.	Chennai
7	Chennai (Cluster 1)	Puducherry	Charlapalli
8	Chennai (Cluster 1)	Charlapalli	Puducherry
9	Chennai (Cluster 1)	Chennai	Coimbatore
10	Chennai (Cluster 1)	Coimbatore	Chennai
11	Chennai (Cluster 1)	Tirunelveli	Tambaram
12	Chennai (Cluster 1)	Tambaram	Tirunelveli
13	Chennai (Cluster 1)	Tirunelveli	Coimbatore
14	Chennai (Cluster 1)	Coimbatore	Tirunelveli
15	Chennai (Cluster 1)	Tambaram	Tiruchchirapalli
16	Chennai (Cluster 1)	Tiruchchirapalli	Tambaram
17	Chennai (Cluster 1)	Tambaram	Kanniyakumari
18	Chennai (Cluster 1)	Kanniyakumari	Tambaram
19	Chennai (Cluster 1)	Kanniyakumari	Ernakulam
20	Chennai (Cluster 1)	Ernakulam	Kanniyakumari
21	Chennai (Cluster 1)	Chennai	Okhla
22	Chennai (Cluster 1)	Okhla	Chennai
23	Chennai (Cluster 1)	Kochuveli	Guwahati
24	Chennai (Cluster 1)	Guwahati	Kochuveli
1	Bangalore	TCTB	Guwahati
2	Bangalore	Guwahati	TCTB
3	Bangalore	TCTB	Bhubaneswar
4	Bangalore	Bhubaneswar	TCTB
5	Bangalore	TCTB	Shravanbelgola
6	Bangalore	Shravanbelgola	TCTB
7	Bangalore	Okhla	TCTB
8	Bangalore	TCTB	Okhla
9	Bangalore	Shalimar	TCTB
10	Bangalore	TCTB	Shalimar
11	Bangalore	Hatia	TCTB
12	Bangalore	TCTB	Hatia

SP/3

Understanding Passenger Preferences

1. Destination _____ (Origin - Delhi)
2. Purpose of travel:
Leisure Business Others
3. Class of travel:
1A 2A 3A SL
4. Approximate fare for the journey: INR _____
5. For the given destination, what is your preferred mode of travel?
Rail Air Road
6. Were you able to get your ticket in preferred class (SL, 3A, 2A, 1A): Yes/ No
If no, what was your preferred class? _____
7. How early did you book your tickets?
0-15 days 15-30 days 30-60 days 60 days+

8. What are the most important and least important attributes of a train while you book a railway ticket?

	Fare of preferred class	Train punctuality	Cleanliness and Hygiene	Quality of food
Most Important (Select 1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Least Important (Select 1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Introduction of premium trains (enumerator to explain the concept of premium train)

9. What are your preferences for following additional services: (Please rank 1 - 6 in order of importance)

	Rank (1 to 6)
Comfort of the Seats/ Quality of Coaches	
Cleanliness and Hygiene	
Food (multiple options, on-board catering, quality)	
Customer service/experience	
Other facilities and service (Wifi, entertainment devices, priority seating, etc.)	
Reduction in travel time and punctuality of trains	

10. How much additional fare will you be willing to pay for above desired facilities? INR _____

or

- Less than 10% 10-20% 20-30% 30-40% > 40%

1. Age of the respondent
 - a. Less than 18 years
 - b. 18-35 years
 - c. 35-50 years
 - d. 51 years and above
2. Please indicate your monthly family income:
 - a. Up to Rs. 50 thousand
 - b. > Rs 50 thousand - Rs 1 lakh
 - c. > Rs 1 lakh - Rs 2 lakh
 - d. > Rs 2lakh - 5 lakh
 - e. 5 lakh and above

Thank you for your valuable time!