

## **A STUDY ON MEASURING SERVICE QUALITY IN SOUTHERN RAILWAY ZONE.**

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### **Abstract**

For several years the Indian Railway (IR) keeps its passenger fare low and cross subsidized the loss-making passenger traffic with profit earning freight traffic. Under the modern consumerism, passengers of rail transport are craving for quality service from the IR. The Railway Board has to ponder over the features of service quality of IR where for mass movement of men and materials, rail transport is highly suitable; but this must be accompanied by quality train service with safety and convenience in travel. Considering the above aspects, the present study titled “A study on Measuring Service Quality in Southern Railway zone.” has assumed greater significance than ever before.

**Keywords:** Indian railway, Southern Railway one, Service Quality, Passenger expectation, Madurai division.

### **Introduction**

<sup>1</sup>In a year, 700 crore passengers travel in Indian railway; while 1.3 crore passengers travel in IR daily, 1.2 crore of them travel in the unreserved Coaches. Southern railway (SR) a key zone of Indian railway was <sup>2</sup>formed in April, 1951. Head quartered in Chennai, it has the following six railway division – Chennai Tiruchirapalli, Madurai, Palghat, Salem and Trivandrum.

<sup>3</sup>Madurai railway divisions was formed in 1856; it spans over 1,356 kms making it the largest division of SR. At <sup>4</sup>present, the Madurai division covers twelve districts of Tamilnadu and one in Kerala and these districts are Coimbatore, Dindigul, Karur, Madurai, Pudukottaai, Ramanathapuram, Sivagangai, Theni, Thoothukodi, Tiruchirapalli, Thirunelveli and Virudhunagar in Tamilnadu State and Kollam district till Kilikollur railway station in Kerala State. <sup>5</sup>SR operates daily 1313 trains where more than 50 crore passengers travel in a year.