Objectives: -

The objective of this study is to assess the influence of service quality on passenger’s satisfaction. In accordance with this objective the empirical survey encompasses the following objectives.

1. To envisage the customer satisfaction of Indian Railways travelers.
2. To Study the Impact of Indian Railways service on travelers behavior.
3. To study the Quality Control Initiative (QCI) in delivery of services.
**Hypothesis:**

Statement(s) of hypothesis:

A Hypothesis is a unproven statement or proposition about a factor or phenomenon that is of interest to the researcher.

**The following alternative hypotheses will be tested in relation to the research variables:**

H1 – Commuting has a significant impact on job satisfaction of travelers

H2 – Employee counseling will show high quality service delivery.

H3 – Proper hygiene increases passenger’s level of satisfaction.

H4 – A/C class travelers have significant impact of hygiene.

H5 – Second class travelers look for safety as most important parameter.

H6 – Quality of service provided by Indian Railways directly impacts Indian tourism.