



A Comparative Study on the Indian Railway Berths and Coaches

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HISTORY AND INTRODUCTION

HISTORY

The first railway proposals for India were made in Madras in 1832. The country's first transport train, Red Hill Railway (built by Arthur Cotton to transport granite for road-building), ran from Red Hills to the Chintadripet bridge in Madras in 1836-1837. In 1845, the Godavari Dam Construction Railway was built by Cotton at Dowleswaram in Rajahmundry, to supply stone for the construction of a dam over the Godavari River. In 1851, the Solani Aqueduct Railway was built by Proby Cautley in Roorkee to transport construction materials for an aqueduct over the Solani River. These railway tracks were dismantled after these projects were completed and no longer exist.

India's first passenger train, operated by the Great Indian Peninsula Railway and hauled by three steam locomotives (Sahib, Sindh and Sultan), ran for 34 kilometres (21 mi) with 400 people in 14 carriages on 1,676 mm (5 ft 6 in) broad gauge track between Bori Bunder (Mumbai) and Thane on 16 April 1853. The Thane viaducts, India's first railway bridges, were built over the Thane creek when the Mumbai-Thane line was extended to Kalyan in May 1854. Eastern India's first passenger train ran 39 km (24 mi) from Howrah, near Kolkata, to Hoogly on 15 August 1854. The first passenger train in South India ran 97 km (60 mi) from Royapuram-Veyasarapady (Madras) to Wallajaroad (Arcot) on 1 July 1856.

On 24 February 1873, a horse-drawn 3.8 km (2.4 mi) tram opened in Calcutta between Sealdah and Armenian Ghat Street. On 9 May 1874, a horse-drawn tramway began operation in Bombay between Colaba and Parel. In 1879, the Nizam's Guaranteed State Railway was established which built several railway lines across the then Hyderabad State with Kachiguda Railway Station serving as its headquarters. In 1897, lighting in passenger coaches was introduced by many railway companies. On 3 February 1925, the first electric passenger train in India ran between Victoria Terminus and Kurla.

The organization of Indian railways into regional zones began in 1951, when the Southern (14 April 1951), Central (5 November 1951), and Western (5 November 1951) zones were created. Fans and lights were mandated for all compartments in all passenger classes in 1951, and sleeping accommodations were introduced in coaches. In 1956, the first fully air-conditioned train was introduced between Howrah and Delhi (Presently known as Poorva Express). Ten years later, the first containerised freight service began between Mumbai

and Ahmedabad. In 1974, Indian Railways endured a 20day strike, which damaged the nation's economy.

INTRODUCTION

AC First Class

AC first class: The most luxurious and expensive class of Indian Railways, with fares almost at par with airfares. There are eight cabins (including four or five coupes) in full AC first class coach and three cabins (including one coupe) in the half AC first class coach. The coach has an attendant, and bedding is included in the fare. This air-conditioned coach, present only on popular routes, can carry 18-24 (full coach) or 10 passengers (half coach). Each compartment has a door which passengers can lock from inside and there are no side upper or side lower berths in 1A coaches

These are fully AC coaches. It consists of 4 or 2 berths per compartment and there are no side upper or side lower berths in 1A coaches. Compartment having 2 berths are called coupe and ones with 4 berths are called cabin. Each compartment has a door which passengers can lock from inside. Charges are rocket high for First AC, sometimes even more than those of flight ticket but is worth giving a try. The berths are more comfortable and spacious: there is a small ladder to reach upper berth, dustbins to throw garbage (thanks to Swachh Bharat Abhiyan) and there are small tables for every passenger to have meals.

For trains like Rajdhani and Duronto, food is served in cutlery plates and bowls and there is special menu for 1A passengers unlike in 2A and 3A coaches where food is loaded from IRCTC's kitchen setups at various places. Also in some trains there is a button in each First AC compartment to call attendant at any point of time.

In some trains even washbasins are provided inside each compartment. There is also one washroom with shower facilities per coach where passengers can bathe and get ready. The curtains used in these coaches are fire-proof and blankets are covered and clean. Chart is prepared manually for 1A coaches hence, passengers get seat numbers only after chart is prepared.

If you are lucky, you might be welcomed with a flower and a welcome drink in this class making you feel like a Maharaja of some era.

- Total Berths: 18-24
- Pets (Dog or any other pet) allowed in this class subject to various conditions
- Washrooms to take shower (in some trains)

AC 2 Tier

This is second AC Sleeper class by the Indian Railways. In terms of features it stands less than the first ac coaches but in terms of service and comfort this class is way above 3A class. It has 6 berths in each compartment. Only 2 berths are there on each side of the compartment and there is no middle berth.

Therefore, it is also sometimes classed ac 2-tier. This gives ample space to passengers unlike crowded third AC coaches. The seats are spacious and curtains are provided in each compartment unlike in 3A coaches where curtains were removed recently. There is a reading lamp provided on each berth for anyone to use it personally.

Food served in second ac and third ac are same! Although you would feel attendants are more attentive and would bring you anything you demand (be it extra roti or extra rice or more dal or even extra pillow etc.) in 2A while in 3A attendants are more adamant and might refuse to bring you anything extra.

As a traveller miss the train discussions and random communication with co-passengers here, since people do not indulge into much discussions and talking in these coaches generally. It is quieter in Second AC coaches compared to Third AC and Sleeper class coaches.

Total Berths: 48-54

AC 3 Tier

This is the most common and most preferred class of travel by the Indian middle class passengers. Third AC Sleeper has 8 berths in each compartment. The backrest of the lower berth is pulled upward to make it a middle berth and since each side of the compartment has three seats, it becomes impossible for an adult to sit upright when all three berths are open.

Also, there is no reading lamp on the berths which is there in second ac class. The side upper and lower berth resembles the same to that provided in 2A Sleeper the exception being reading lamps. Hence there is extra head space in side berths and you might not risk getting hit on side berths. Washrooms are not as clean as in 2AC and First AC Sleeper coaches. The 8-berth compartment composition makes it little crowded.

Third ac coaches are normally heaviest coaches of the train. Well one thing I like about this class is that people get into discussions more frequently in this class, so if you are not looking out for personal space, you could indulge into group discussions with your co passengers. If not, you can get on the upper berth and avoid any communication with others.

Total Berths: 64-72

Indian Railways for the first time has introduced AC 3-tier economy class coach with reduced fare. The new coach, which has started to offer its service from today, has been attached to Train No.02403 Prayagraj- Jaipur Express.

Improved and modular design of seats and berths have been made to improve comfort, reduce weight of the coach and improve maintenance friendliness.

Improved passenger conveniences has been ensured in form of foldable snack tables in both longitudinal and transverse bays, injury free spaces and holders for water bottles, mobile phone. Individual reading lights and USB charging points are provided for each berth.

There is also improved fire safety by ensuring compliance to world benchmark of EN45545-2 HL3 for materials, thus meeting the high requirements of the new fire protection standard.

Sleeper class

These are sleeper class coaches by the Indian Railways. These are Non-AC Coaches and have 8 berths per compartment. The windows are not shielded with thick glasses unlike in AC coaches hence there is enough air ventilation. But with air comes dust, sunrays and water (During rainfall) through the windows. It gets too hot in daytime and too cold during nights in these coaches. One can view and feel beautiful countryside sceneries more in Sleeper Class coaches.

Since attendants are not there for these coaches, safety remains a major issue in this class of travel. There are lots of hawkers selling tea, coffee, bhelpuri, books and lots of other stuff inside the train in this class. The best part with these hawkers coming and going is that it reminds you of your childhood memories. These hawkers are not allowed to board the train in AC class coaches. Since travelling in sleeper class is very economical, it is mostly preferred for short overnight journeys by the passengers.

One can see people discussing a hell lot on any topic in this class. There is a great deal of noise (from the windows and from the chit chatting going around). The capacity of this coach is normally 72 passengers but don't be surprised if you see twice or more passengers inside a sleeper coach. This is because a lot of people having waitlisted ticket or unreserved ticket also travel in this class. So if you are looking for some lonely quiet time, we would highly recommend not to prefer this class.

- Total Berth: 72-80
- 8 berths per compartment.

Usually 2 windows that can be opened/closed manually.

2. REVIEW OF LITERATURE

Review of Literature

You may have plenty of experience of travelling on a train. However, being the largest railway network in the world, railways is also the most popular means of transport in India. Indian Railways is known for its variations. Indian trains are designed according to the capacity of every type of passenger. VIP level people enjoy travelling in AC 1st class, and middle-class people travel in 2nd AC. At the same time, a large part of the country's population travels in the 3rd AC economy coach.

At the same time, there is a very large section of India's population, who travels in a general coach according to their status. Coaches in these categories have their own fare. There is not only a difference in rent in these, but some basic facilities are also different.

People generally believe that there is only a difference of fare in different coaches of the railway, but it is not so. Facilities are also given separately in coaches of different categories.

Which is the best berth in trains? You have mainly three choices in trains: lower, middle and upper berths. There are also side lower and side upper berths. In this post, we will be going to discuss about advantages and disadvantages of different types of train berths. However, different types of travelers may need or prefer a particular type of berth according to their ages, interests or physical conditions.

Although, Indian railways doesn't offer the facility to choose your own choice of berth. You can give your choice during booking, but choice is never guaranteed. You can exchange your berth with your co-passengers during the journey. However, let's discuss about all the five type of berths and their pros and cons.

1. Lower Berth

Why should you choose a lower berth?

Lower berths in trains are the most popular berths. But, mostly they are preferred by senior citizens and ladies with small babies, who find it difficult to adjust themselves in upper and middle berths. Old people can't climb up the upper berths. If someone is ill, a lower berth is also favorable for him. You can also keep an regular eye on your luggage if they are kept below the berths.

Why should you not choose a lower berth?

Lower berth are available in all the four types of coaches- sleeper, 3rd AC, 2nd AC and 1st AC. But the major disadvantage of lower berth is related to privacy and disturbance you will face during the day time. The passengers travelling in middle and upper berths have the right to sit on the lower berth of same compartment between 6 am to 9 pm. If you have lower berth allotted, you will have to share your berth with them, you can't sleep or put yourself in reclining position alone on a lower berth at day time if train is running full. It may also cause a lot of disturbance if you are uncomfortable with talking to strangers.

Moreover, if it is a lower berth in a sleeper coach, it is often observed that a lot of general ticket or unreserved passengers try to occupy the lower berths which is again causes a big nuisance. It also causes a security risk to your belongings or luggage.

So, lower berths are a good choice for old age people, ladies and physically incapable people. If you have only short duration day time journey, then lower berth may be fine but, for longer journeys, you may face some difficulties in lower berths.

2. Middle Berth

Why middle berth is mostly disliked?

Middle berths are mostly disliked by the passengers. The biggest disadvantage of middle berth is that you hardly use it during the daytime if other passengers are sitting on the lower berth. The middle berth can only be erected if the passenger on the lower berth below that middle berth is also sleeping or in leaning position.

However, some people think middle berth is good for them because it is lower in height than the upper berth. Passengers who cannot climb up the upper berth can use the middle berth also if a lower berth is not available. As the middle berth and the adjacent window are on the same level, some people say it feels pleasant to feel the breeze coming from the window.

Whatever berth you are allotted according to your ticket, you can always exchange them with your co-passengers if they are willing to cooperate with you.

3. Upper Berth

Upper berths are the most preferred berths after lower berths. Upper berths provide you the most privacy and security to your belongings and luggage. If you like sleeping or reclining all the day, upper berth is best for you. No body will come to disturb you. It's best suited for young people who like to be busy on their smartphones and laptops all the day. But upper berths may not be quite suitable for the old age people, ill people, ladies and small children who can't climb up the upper berth easily. Even for going to washrooms, they will feel tired and annoyed by frequently getting up and down.

4. Side Lower Berth

Side lower berth is like a normal lower berth but the position of both the side berths is just at an right angle to the other six berths in the compartment. Side berths are parallel to the walkway.

Major advantage of side lower berth

The major advantage of side lower berth is that if you are fond of a window seat, and view the nature, scenery or the countryside rural or urban scenes, you can fully enjoy them as the window view is much wider here.

Also, there are only two passengers on both the upper and lower side berths, so it's never so difficult to adjust between just two persons.

Disadvantages of side lower berth

As the side berths are parallel to the walkway, when other passengers pass through, it may create a nuisance, inconvenience and loss of privacy. Also, if your height is 6 feet or above, you may find it difficult to fit yourself while sleeping as the side berths are shorter in length than normal upper, middle and upper berths.

Also, your luggage and belongings are more exposed and easily noticeable in side berths, so risk of theft is more here.

5. Side Upper Berth

When a side upper berth is allotted, you can easily sit on the side lower berth below it during the day time. Both the passengers of side upper and lower berths may accommodate themselves only on side lower berth during the day time.

Advantage of side upper berth

As I have already told you that side berths are just parallel and beside the walkway, so when other passengers pass through, it may create inconvenience, disturbance and loss of privacy. But if you are on side upper berth rather than side lower one, you get some relief from this disturbance.

Also, you can keep your luggage on the side upper berth thereby reducing the risk of theft.

As you are allowed to share the side lower berth, you are not deprived of the beautiful window seat view.

Disadvantage of side upper berth

The only disadvantage of side upper berth is its shortness in length, due to which a taller person may find it difficult to fit himself as already said regarding side lower berths too.

Also, it has been already mentioned that as normal upper berths may not be a suitable choice for old age people or ladies and babies, side upper berths may also not be suitable.

3. RESEARCH METHODOLOGY

Indian Railways is the national railway system of India, owned and operated by the Ministry of Railways. It is one of the largest railway networks in the world, with over 67,000 kilometers of track and more than 7,000 stations across the country. The Indian Railways employs over 1.3 million people, making it the largest employer in the country. The Indian Railways was founded in 1853, making it one of the oldest railway systems in the world. It was initially built to transport goods and raw materials, but over the years it has expanded to become the primary mode of transportation for people in India. The railway system has played a significant role in the development of the country, connecting different regions and enabling the movement of goods and people. The Indian Railways operates a variety of trains, including local trains, express trains, and long-distance trains. It also offers a range of classes, from sleeper class to luxury class, to cater to different needs and budgets of passengers. The railway system is also known for its iconic trains, such as the Palace on Wheels, the Deccan Odyssey, and the Maharajas' Express, which offer a luxurious travel experience.

Types of research Tool (QUESTIONNAIRE) –

https://docs.google.com/forms/d/e/1FAIpQLSd9pGYrFNpXEbb398fYB1DSu_jNoXZrUXdp46xGnJ0du-Oo3w/viewform?usp=sf_link

1. Name

2. Age
3. Gender
4. Location
5. Which mode of transport would you prefer?
 - (i). Train
 - (ii). Bus
 - (iii). Car
 - (iv). Others
6. How often do you travel in Trains?
 - (i). Once a month
 - (ii). Once in a quarter
 - (iii). Once a year
 - (iv). Occasionally
 - (v). Never
7. Why do you prefer Travelling in train?

Most common Answers

- (i). Comfort
 - (ii). Convenient to sleep
 - (iii). Relaxed journey
8. You Prefer Train Travel For...
 - (i). Long Distance Travel
 - (ii). Short Distance Travel
 - (iii). Both
 9. Which Coach do you prefer in term of Money?
 - (i). Sleeper
 - (ii). A.C.3
 - (iii). A.C.2
 - (iv). A.C.1
 10. Which coach do you prefer in term of Services
 - (i). Sleeper
 - (ii). A.C.3
 - (iii). A.C.2
 - (iv). A.C.1
 11. Which coach do you prefer in term of Hygiene
 - i. Sleeper
 - ii. A.C.3
 - iii. A.C.2
 - iv. A.C.1
 12. Which Berth do you prefer Generally

-
- i. Lower
 - ii. Middle
 - iii. Upper
 - iv. Side Upper
 - v. Side lower
13. Which Food do you prefer
- i. Railway Pantry Car
 - ii. Outside Food (including Station Food And Homemade Food)
14. Do you think Indian Railway is worth travelling
- i. Yes
 - ii. No
 - iii. Others
 1. Yes it is but needs regular maintenance
 2. Maybe
 3. Both yes and no.
 4. Depends
 5. Sometime it is worthy and sometime it's worthless.
 6. The system is now working well. Berth allotment, cleaning services, hygiene is taken care of.
15. Your Views on Indian Railway System

Majority Answers: Negative about Railway

Most common answer: Can do better

For research, information was gathered from understudies, instructors and guardians. An aggregate of 100 respondents were chosen by the comfort testing technique. The review has utilized just essential information for accomplishing the targets of the review. A web-based survey was created and sent to every one of the respondents. Reactions were likewise gathered online from respondents as eye-to-eye association was impractical during the pandemic time. Because of the pandemic circumstance, we arranged the forms utilizing Google records and sent to various people utilizing WhatsApp and email. The information was gathered and dissected utilizing google forms and spread sheet. For factual examination factor investigation, bunch insights and autonomous example tests were utilized for this review. Information is gathered from a sum of 58 respondents.

OBJECTIVES OF THE STUDY

1. To learn What people Think About Indian Railways
2. To analyze why Indian railways are in Losses
3. To learn the problems facing by Indian railways
4. To know preferred mode of transportation by people of different locations
5. To know ways to improve Indian railways system.

Scope of Research

The Indian Railways is being oldest, cheapest and one of the fastest modes of transport, and being the backbone of Indian economy, it is very necessary to study and understand the level of satisfaction people carry while traveling or taking the services. Their perceived expectation and realistic experience from the passengers/customers need to be measured. This research attempts to take into account various service quality factors and their impact on customer satisfaction as well as loyalty.

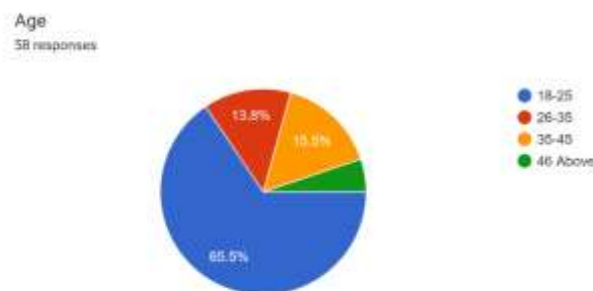
METHODOLOGY

Study design, location and participants: This study was conducted among in the age group of 18 above. Various questions are prepared and shared to the participants in various locations in India. A validated questionnaire was prepared, which is approved by our mentors & the google form is circulated among various groups for the purpose of responses for our research study.

Questionnaire administration and data collection: A validated questionnaire was used for data collection and the participants filled in the questionnaire, later the responses were analysed for the purpose of study and evaluation. The questionnaire had several sections focusing on - Age, gender, location, and preference in mode of transport, how often you travel in train, preference of coaches in term of money, services, hygiene, preference of berth, and preference of Food.

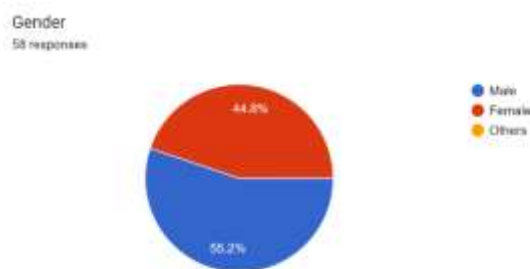
Data Entry and analyses: Based on the responses to the pre-coded questions, the data were entered in Microsoft Excel. Responses to the open-ended questions were transcribed verbatim from the survey forms into Microsoft Word for quantitative and qualitative data analyses, respectively. Demographic details, Age, gender, location, preference in mode of transport, how often you travel in train, preference of coaches in term of money, services, hygiene, preference of berth, preference of Food.

ANALYSIS AND INTERPRETATION



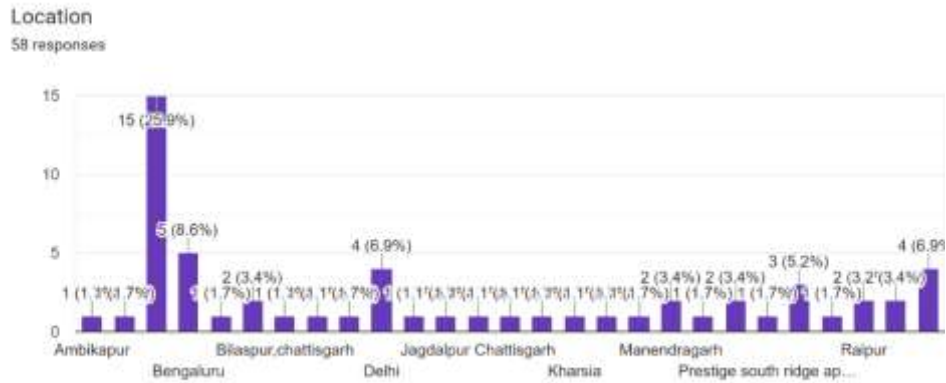
Finding the age of the respondents:

This project is about comparison between the different berths of the Indian railways. So according to the survey we have 58 responses out of which the majority are aged between 18-25, minority of 46 and above and few between 26-35 and 35-45. Today's young adults (aged 18 to 25) are a subgroup of the millennial generation (which includes people born from 1980 to 2000). Most of them are *digital natives*, meaning they grew up with access to digital communications technology. They are a critically important user group: many of them are studying for degrees, or beginning careers. Some of them are starting families and buying homes



Differences in the idea of men and women:

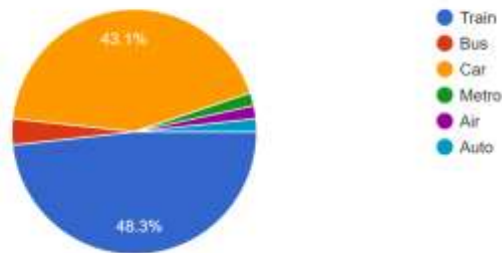
If we talk about gender, we notice the differences between men and women in terms of safety, comfort, punctuality, speed, cost, departure and arrival times, etc. We have conducted this survey among various people out of which majority of them are men. Even though today the internet population of men and women has equalized we see here that women slightly outnumber men in the internet population.



In India There are 4,000 cities and towns. About 300 cities have population over 1, 00,000. As per the survey and graph we can see that the majority of the people are from Bengaluru hence we get to know the preferences of the people residing here. This makes the comparison easy for us because it tells us about what the people of Bengaluru feel when it comes to the berths of Indian Railways. Apart from Bengaluru we also have people from Raipur, Delhi, Chhattisgarh participate in the survey giving us a wider perspective in the department of railway.

Which mode of transport Would you prefer ?

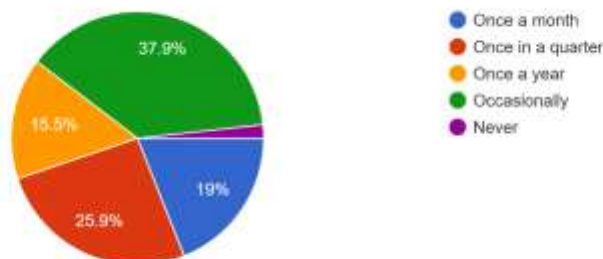
58 responses



People prefer to travel by train, as seen by the graph. Unlike driving a car, you won't have to deal with traffic or worry about getting lost if you take a bad turn. By travelling by rail, you frequently get to see parts of the country that you wouldn't otherwise see if you were travelling by car or flying thousands of miles. Also, trains are more social. From city centre to city centre, trains frequently run. Bus also being among the top preferences after car and train, but the question of comfort comes into question as the cost of travelling in a bus and train are very similar. Metro and Auto are among the least preferred as it has only limited access and cannot travel long distances.

How often do You travel in Trains ?

58 responses



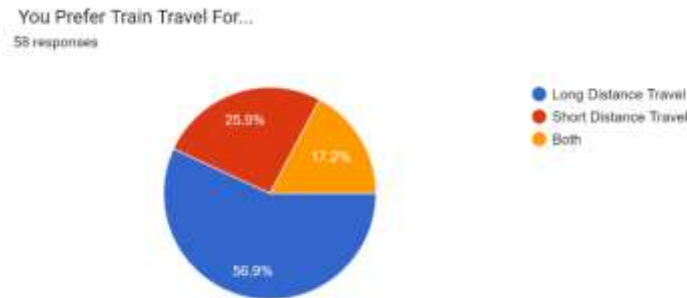
As per the above graph, we see that people prefer travelling through the trains very occasionally these days. The reason being,

1. Ticket issues: Most trips are planned on the spur of the moment and every time one sits down to book a train via IRCTC or even go to the railway station to book their ticket; they invariably get a waitlisted ticket.

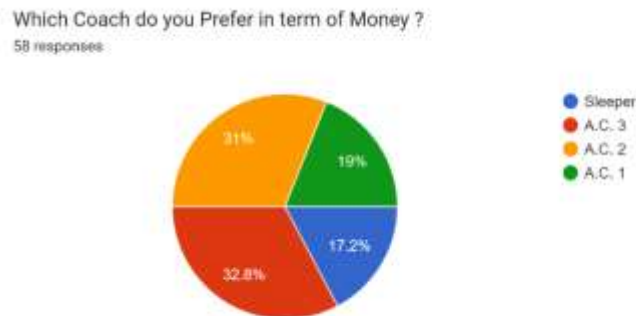
2. Safety records: It is not just train accidents that make the people opt for a flight to their destination, but also the rising number of crimes against women that are reported almost on a daily basis from some train or the other.

3. Dirty toilets: Despite the fact that the Indian Railways has been in operation for a long time now, the one thing that has not changed in almost any train is the toilet. They are dirty, they stink and worse, a person is supposed to squat above a hole and do his business.

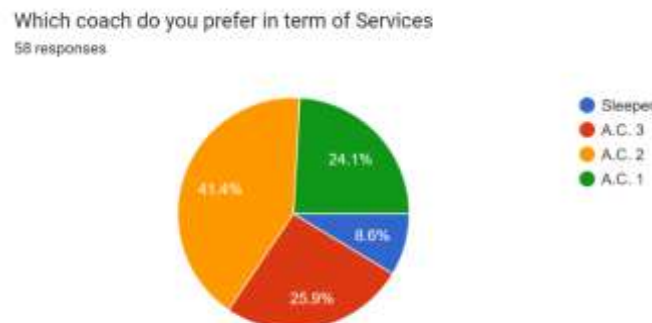
4. Food: If the toilets are bad, the food is worse. One look at the pantry will put you off railways food forever. With cockroaches having a free run all over the pantry car and rats giving them company, one wonders about the hygiene of the food being served in the trains.



As per the graph, we see that people prefer to travel by train for long distance travel when compared to short distance travel. Unlike cars, there's no traffic to deal with and you don't have to worry about taking a wrong turn and getting lost. On a train, you get to see countryside you often wouldn't see if you were driving the highway or flying thousands of miles in the air. Train travel is also more social. Trains tend to travel from city centre to city Centre. No airport shuttles needed (and the added expense and emissions involved). There's much less, if any, security to pass through in train stations, nor restrictions in the amount of luggage or liquid you carry.



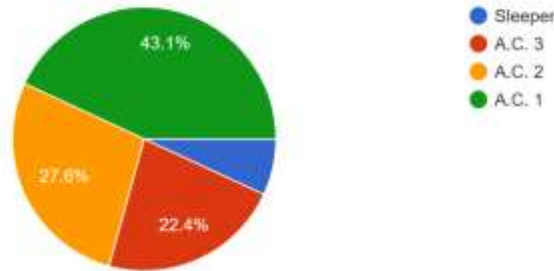
In terms of money, as per the graph we see that people prefer AC 3 tier. The AC 3 economy class in Indian Railways is a milestone concerning pocket-friendly traveling experience for aam aadmi. With fare slightly more than sleeper class and lower than conventional AC 3 class, the objective of the railway is to move sleeper class passengers to a comfortable AC class with luxurious facilities. Another reason is that the side upper and lower berth resembles the same to that provided in 2A Sleeper the exception being reading lamps. Hence there is extra head space in side berths and you might not risk getting hit on side berths.



As per the graph, people prefer the services of AC 2 as it accounts for the highest percentage the reason being it is comparatively easier to maintain such coaches as they are very spacious and do not accommodate a very large population due to limitation in their berths. Other coaches like AC 3 and sleeper have a less preference in terms of services as it can accommodate a larger population and can at times be difficult to maintain such coaches. Coming to AC 1, this also has a very hygienic and clean environment with personalized services but here the factor of money comes into picture as these are expensive coaches and hence the percentage of people preferring their services among the graph is comparatively less.

Which coach do you prefer in term of Hygiene

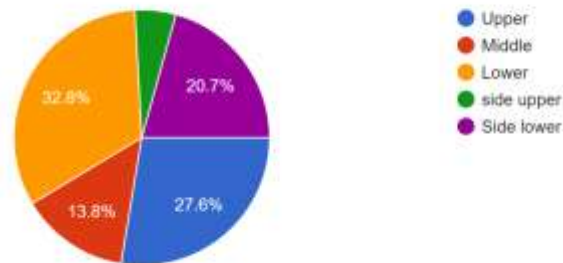
58 responses



As mentioned previously, services do play a role in experiencing a hygienic coach. As the graph shows, AC 1 having the highest percentage of hygiene ratings, reason being personalized services and private rooms maintained and cleaned regularly during the days. Coming to AC 2 and AC 3 this also experiences a very good level of hygienic environment as it can be maintained and cleaned easily, reason being these coaches do not have open windows, too many shifts during a train journey, etc. The least rating being sleeper, as it accommodates huge population and have lot of shifts in every stop as local public prefer this coach to travel short distances, non-ac coaches, etc.

Which Berth do you prefer Generally

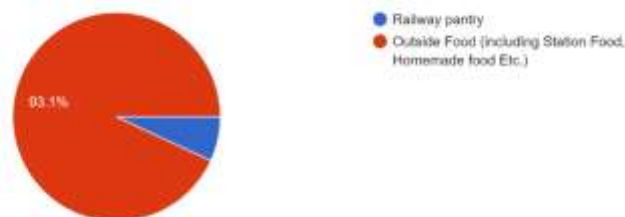
58 responses



As per the graph, lower berths is the most preferential berths as it is easy to rest and does not require much efforts to put in while sleeping. Then comes the Upper berths as it is very exciting to climb and have a top view of the coach. Followed by the Middle berths, this is available only in AC 3 and Sleeper. Least preferred being the Side Upper berth which gives a feeling of being too far perhaps.

Which Food do you prefer

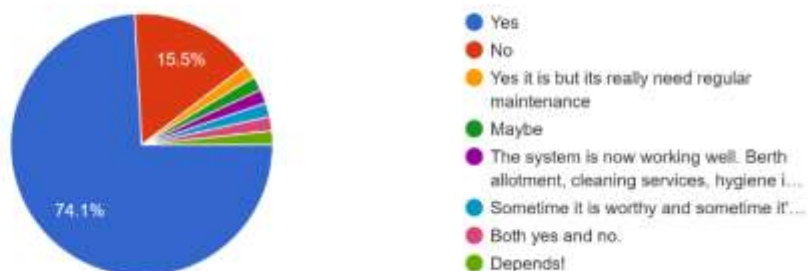
58 responses



As the graph clearly shows a disagree in preference of railway pantry compared to outside food (station food, homemade food, etc), this is because the food outside seems more healthy as it is made fresh whereas railway food is usually pre-cooked and kept. Considering the very modern changes in few luxury trains in the past 2-3 years where the pantry is valuing customer tastes more importantly and preparing fresh food by hiring cooks for their customers but still majority population travels by economic trains and budget friendly coaches where the pantry still has a lot to improve in comparison to outside food

Do you think Indian Railway is worth travelling

58 responses.



The following are some benefits of using Indian Railways:

1. Railway travel in India is typically more affordable than other modes of transportation like airlines or private vehicles.
2. Ease: Because to Indian Railways' large network, travellers have access to a wide range of routes and options.
3. Beautiful terrains of the landscape may be found along several Indian train routes, particularly in the monsoon season.

On the other hand, some of the disadvantages of traveling by Indian Railways include:

1. Train crowding: At the busiest travel times, trains can become extremely crowded, which can make the trip uncomfortable.
2. Rail delays are common in India, which can be annoying for tourists with strict schedules.
3. Despite the government's efforts to address these problems, there have been some safety difficulties with Indian Railways, including accidents and thefts.

In conclusion, the value of travelling on Indian Railways relies on your individual priorities and tastes. Consider it if you value accessibility, affordability, and the chance to view some of India's breathtaking landscapes. But, if comfort and safety are your top priorities, you might wish to look into other possibilities or take into account upper class train services.

5. FINDINGS

- The given data reveals some interesting findings related to the preferences of passengers in terms of coach services, hygiene, berth types, and food.
- The majority of the respondents in the survey on the different berths of Indian railways is aged between 18-25 and is digital natives who are studying for degrees or beginning careers.
- The survey has a majority of male respondents, although women slightly outnumber men in the internet population.
- The preferences of people residing in Bengaluru were gathered in the survey, which gives a wider perspective on the railway department.
- People prefer to travel occasionally by train due to issues such as ticket availability, safety concerns, dirty toilets, and unhygienic food.
- People prefer to travel by train for long distances because of the absence of traffic, the opportunity to see countryside views, and the social nature of train travel.
- AC 3 tier is the preferred class for travel due to its pocket-friendly fare and comfortable facilities, including extra head space in side berths.
- Coach Services: People prefer AC 2 coaches the most due to their spaciousness and ease of maintenance. AC 1 has the highest hygiene ratings due to personalized services and private rooms, but it is expensive and hence less preferred. AC 3 and Sleeper coaches are less preferred due to their ability to accommodate a larger population and the difficulty in maintaining such coaches.
- Hygiene: AC 1 has the highest hygiene ratings, followed by AC 2 and AC 3, and sleeper coaches have the least hygiene ratings due to their ability to accommodate a huge population and have many shifts during a train journey.

- Berth Types: Lower berths are the most preferred, followed by upper berths, middle berths, and side upper berths.
- Food: Passengers prefer outside food over railway pantry food due to the perception that outside food is fresher and healthier. However, luxury trains have started valuing customer tastes and are preparing fresh food. Still, the pantry in economic trains and budget-friendly coaches has a lot to improve in comparison to outside food.
- Overall, the findings suggest that passengers value cleanliness, comfort, and convenience while traveling by train. They prefer coaches that are spacious, easy to maintain, and have personalized services. They also prefer lower berths and outside food over railway pantry food

6. CONCLUSION

Indian Railway Berths have a long history and are an essential part of the Indian Railways' operations. The railways' vast network provides transportation for millions of people every day, and the berth system is an integral component of that network.

The Indian Railways offer several types of berths, including lower berths, middle berths, upper berths, and side lower berths, to accommodate passengers with varying needs. These berths provide comfort and convenience during long journeys, making train travel a popular choice among many Indians.

While the Indian Railway Berths have come a long way since their inception, there is still room for improvement. The railway authorities are continually working to upgrade the berth system to ensure that passengers have a safe and comfortable journey.

Overall, the Indian Railway Berths have played a significant role in the development of India's transportation infrastructure, and they remain an important component of the country's transportation system.

Summary of Other Sections:

- History: This section would likely provide a brief overview of the history of Indian Railway Berths, including their origins and how they have evolved over time.
- Introduction: This section would introduce the topic of Indian Railway Berths and provide some context for why they are important.
- Review of Literature: This section would likely review existing research or literature on Indian Railway Berths, including any relevant studies or articles that have been published on the topic.
- Research Methodology: This section would describe the methodology used to conduct any research related to Indian Railway Berths, including any data collection methods, analysis techniques, and other relevant information

In conclusion, this research paper sheds light on the preferences of Indian railway passengers in terms of coach services, hygiene, berth types, and food. The majority of the respondents are young digital natives who prefer to travel occasionally by train for long distances.

AC 3 tier is the preferred class for travel due to its affordability and comfortable facilities. Passengers value cleanliness, comfort, and convenience while traveling by train and prefer coaches that are spacious, easy to maintain, and have personalized services.

They also prefer lower berths and outside food over railway pantry food. The findings of this research can help the Indian railway department to improve their services and cater better to the needs and preferences of passengers.