

FEED BACK FORM FOR PASSENGERS



Train No. & Name :

Date :

1. Did you feel safe during your journey ? Yes No Can't Say
2. Have you noticed any Security personnel in train ? Yes No
3. How was the response of the Security Personnel, if you had occasion to interact ?
Excellent Satisfactory
Unsatisfactory No interaction
4. Whether complaint form was available with GRP/RPF ? Yes No Do not known
5. Did you find any unauthorized Person/Hawker/Eunuch, etc., in the train ? Yes No
6. Is the anti theft wire available under the berth for locking your luggage ? Yes No Broken
7. How would you rate the overall security environment during your journey ?
Excellent Satisfactory
Unsatisfactory
8. Did you find any of the following things/traits of the Security personnel lacking ?
Uniform Communication skills
Behaviour None of the above
9. Your suggestion if any for bringing about improvement in security measures in trains
Increase staff
Improve Sincerity/Responsibility
Improve security equipments/gadgets
10. Whether have you noticed any suspicious objects during your journey (Station/Section) Yes No

Name :

Contact No. :

Coach No. :

PNR No. :

Address :

Signature :