## LIST OF FIGURES

FIGURE	TITLE	PAGE
1	Distribution of respondents by age	89
2	Distribution of respondents by education level	89
3	Distribution of respondents by type of train travelled	94
4	Distribution of respondents by the worst unpleasant experience with IR	99
5	Distribution of respondents by action intended and action taken when faced with a problem	101
6	Distribution of respondents by action taken for consumer durables and railway services	105
7	Mean of education level in relation to CRSB scores	128
8	Mean of monthly income in relation to CRSB scores	128
9	Mean of SES and EASIR in relation to CRSB scores	129
10	Mean of age, PSQIR, OPVCO, POUSIR in relation to CRSB scores	129
11	Mean of GRMOS in relation to CRSB scores	130