

A STUDY ON HAWKERS IN TRAIN: TOWARDS SERVICE COMPETENCE FOR PASSENGERS

N. Saibabu¹ & Sarella. Chakravarthi²

¹*Assistant Professor, Department of Commerce and Management Studies, Aditya Institute of Technology and Management (AITAM), Srikakulam, Andhra Pradesh, India*

²*Research Scholar, Department of Commerce and Management Studies, Andhra University, Visakhapatnam, Andhra Pradesh, India*

Received: 03 Jul 2018

Accepted: 10 Jul 2018

Published: 16 Jul 2018

ABSTRACT

Train journey is believed to be more comfortable and more convenience to go long distance. In the meanwhile the human beings are needed so many needful items such as eatables for time pass snacks, lunch, dinner and so on like that, the people have not arranged all items for their consumption. So they are depending upon the hawkers in trains. In the long traveling expresses or super fast trains the facility of pantry car is available but in general trains or passenger trains used by lakhs of local passengers, such facility is not available. But there is no scope to purchase the items if the train becomes start. If he can get down from the train, may be the train will start to ran away and catch it.

Services provided by Hawkers become crucial at this juncture. Based on this difficulty, an attempt has been made in the present study to study the behavior of the hawkers, retailing business done by hawkers and its effects on passengers. It was not a legal business activity, but operated well if the government can be legalized this business such as giving licenses to the hawkers and enroll their names to collect the nominal fee with time validity, through this towards increasing the railway government income and the passengers feel more comfortable with this facility.

Origin of Research Problem: *One day I was traveled in train the Railway Officials caught some hawkers and get down from the train and booked a case, Later on, I have started my work on this burning issue. Most of the authors in various articles tried to address this issue but failed. Hence an attempt was made to address this burning issue.*

KEYWORDS: *Comfortable, Consumption, Journey, Travelling, Pantry Car, Hawkers*