



**ASSESSMENT OF THE FREIGHT HANDLING SYSTEM OF
SRI LANKA RAILWAY IN NORTH AND EAST AREAS**

A Dissertation by

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ABSTRACT

This research attempts to assess the railway freight handling system of Sri Lanka Railway based on Northern and Eastern railway line basically rail freight transportation is covered considerable geographical area of the country and it can facilitate to the significant amount of freight between major hubs. Considering the development of the country particularly in North and East areas, there will be significant development in the future and it is required to develop freight transportation mode in a sustainable method. Having identified the areas which have issues and problems this research will give important initiative to accomplish future requirement in a sustainable manner. The research problem highlighted that 'Is the Sri Lanka railway freight transportation system of North and East adequately developed to provide a standardized domestic transportation system.' This research is conducted using qualitative research method and quantitative research method which ultimately gave a mixed approach to the research. As researcher selected mixed approach, primary data including data collected from interviews, questioners, observations and secondary sources such as Railway Department audit reports, Railway department admin reports, Data from records at stations and marketing department of the railway department were used. During the research it is found that current railway freight transportation system is not adhere with standardized system and some issues and problems need to be addressed in freight transportation system in North and East. The research ultimately recommends feasible solutions to overcome significant issues in Northern and Eastern railway freight transportation system.

Keywords: Customer Satisfaction, Standardized system, Sustainability, Railway freight