

PRESS RELEASE NO. – I / 01 / 2010

**KONKAN RAILWAY INTRODUCES “SHRAVAN SEVA & DIET FOOD” SERVICES
ON 0111 / 0112 KONKAN KANYA & 103 / 104 MANDOVI EXPRESS
W.E.F. 26-01-2010 (REPUBLIC DAY) TOWARDS ITS COMMITMENT
FOR BETTER CUSTOMER SERVICES!**

”**Sadar Seva**” is KRCL’s Motto & ”**Service with Human Face**” is our undisputed zeal. In order to further strengthen its commitment towards better Customer Services, Konkan Railway Corporation Ltd. is proudly introducing two new services viz. ”**Shravan Seva**” for Senior Citizens travelling alone. This Scheme includes extending a Helping Hand to them by an Attendant to carry their luggage at boarding / alighting points. This facility can be availed by sending an SMS four hours in advance of their journey, indicating their PNR, Coach and Seat Number on Mobile No. 09664044456. These services are available at Chiplun, Ratnagiri, Thivim, Karmali and Madgaon Stations to start with. This service will be FREE OF COST, as a goodwill gesture from Konkan Rail.

Similarly, ”**Diet Meal & Diabetic Meal**” will also be served On Demand in 0111 / 0112 Konkan Kanya and 0103 / 0104 Mandovi Express for the passengers who are diet conscious. The Menu includes juices, coconut water, soya milk, oatmeal, cornflakes, egg-white omelet, dahlia / white upma, fruit, yoghurt for breakfast, veg / non-veg diet meal for lunch / dinner and snacks including grilled sandwiches, sprout chat, boiled vegetables and sugar-free sweets including veg / non-veg soups.

Our esteemed passengers are requested to avail of these services which have been specially provided to them as our most valuable customers.

बेलापुर भवन, सेक्टर 11, सी.बी.डी.बेलापुर, नवी मुंबई 400614.

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