

## INITIATIVES - PASSENGERS

**KR SARATHI SEVA:** The differently abled passengers face lot of difficulty while boarding and alighting trains. As a welfare scheme, a unique service named 'Sarathi Seva' was introduced on Konkan Railway in August 2012 for differently-abled passengers. In this service, wheel-chair along with an assistant is provided free of cost to differently-abled passengers at nominated stations from coach to exit or vice a versa at a station. To avail this service, Passengers are required to send an SMS with their name and journey particulars and the rest is taken care by KRCL.

**SHARAVAN SEVA:** Konkan Railway being the Youngest Railway was also the most modern in the country. Having distinction of winning awards for its business processes which was driven by information technology in competition with other companies. I had set very distinguished and distinct targets for paving way for a paradigm shift to reaffirm to the values of KR that 'A Customer is the Most Important Visitor of our Premises'.

To extend a helping hand to Senior Citizens who are travelling alone or with another Senior Citizen by providing an attendant to carry their luggage at the time of boarding & alighting points 'SHRAVAN SEVA' was initiated by me at important Stations KR has introduced a new service "Shravan Seva" w.e.f. 26<sup>th</sup> January 2010. This service is rendered free of cost as a goodwill gesture. To avail this facility Senior Citizens, have to send an SMS four hours in advance of their journey.

**DIET & DIABETIC MEAL:** Diet Food - Keeping in tune with changing times, services of "Diet Food" for the health-conscious passengers travelling by Konkankanya and Mandovi Express was introduced w.e.f. 26th January 2010. The menu included – Juice, Green Tea, Sprouts, Sugar Free Sweets, Diet Breakfast and Meals. The Meal comprises of Veg/Non-Veg healthy food.

**DISPOSABLE BED-ROLLS:** To facilitate hygiene conscious passengers travelling on trains over Konkan Railway, disposable bed rolls were made available at Madgaon Station at reasonable cost as a pilot project. Passenger can buy set of one bed sheet, pillow & pillow cover or set of blankets, bed sheet, pillow & pillow cover as desired.