

HELPLINE NUMBERS

1) 139:

- **This is a Customer Helpline Number where Complains & suggestions related to following can be lodged:**

- i) Cleanliness on stations and trains
- ii) Food & Catering
- iii) Coach maintenance
- iv) Medical Emergency
- v) Linen

- **This is a Railway Enquiry Customer Care Number from where following information can be sourced:**

- i) PNR Enquiry
- ii) Fare Enquiry
- iii) Current train running position
- iv) IRCTC relevant information
- v) Information by SMS

- **This is a Security Helpline Number where the passenger get assistance during following circumstances:**

- i) It provides speedy assistance to passengers in the event of thefts.
- ii) Harassment, pick pocketing or other criminal incidents on rail premises.
- iii) Security Helpline nos. Will be concurrently available to complaints for raising security related complaints.

- 2) **NATIONAL TRAIN ENQUIRY SYSTEM:** Passengers can use this system to get live information about running trains, Train Schedule etc.

LINK FOR NTES: <http://enquiry.indianrail.gov.in/ntes/>

- 3) **COMPLAINTS & SUGGESTION:** Complaint & suggestion register is available at station manager's office at all stations. Complaints & suggestions can also be lodged at Indian Railway's website.

LINK FOR COMPLAINT:

<https://railmadad.indianrailways.gov.in/madad/final/home.jsp>

- 4) **TWITTER HANDLE:** www.twitter.com/adrarail - Latest information about events, development work and happenings in the division can be found here. Passengers can also post their views, suggestions and complaints here. Passengers can also tweet for assistance for any help.

- 5) **FACEBOOK ID:** www.facebook.com/adrarail - Latest information about events, development work and happenings in the division can be found here.

- 6) **INSTAGRAM ID:** www.instagram.com/adrarail - Latest information about events, development work and happenings in the division can be found here.
- 7) **YOUTUBE ID:** www.youtube.com/adra_rail - Latest information about events, development work and happenings in the division can be found here.
- 8) **KOO ID:** www.koo.com/adrarail - Latest information about events, development work and happenings in the division can be found here.