

Indian Railways 139 enquiry, helpline number

A helping hand for Indian Railways passengers! Now, you can seek help or register your complaints more easily and conveniently. The 139 service number of Indian Railways has now been converted into an integrated Indian Railways helpline number, based on an interactive voice response system. Thus, from now on, railway passengers will not have to remember different numbers. Only 139 number can be used by passengers or railway users instead of several helpline numbers of Indian Railways. To seek help from railway authorities, passengers just need to give a call or SMS on the number 139. The integrated railway helpline number service would be available in 12 different languages.

How to use Indian Railways integrated helpline number 139:

In order to seek help or information through the integrated helpline number, after dialing 139

- Press 1 for information related to safety and medical emergencies
- Press 2 for information related to train fares, PNR and ticket booking
- Press 3 for lodging complaints related to catering services
- Press 4 for general complaints
- Press 5 for complaints related to corruption
- Press 6 for information related to rail accidents
- Press 9 to know the status of your registered complaints
- Press * to seek call centre service

Kindly note the Menu of Helpline Number 139

Press 1 for Security & Medical assistance

Press 2 for Enquiry
Sub Menu : information regarding PNR status, arrival/departure of the train, accommodation, fare enquiry, ticket booking, ticket cancellation, wake up alarm facility/destination alert, wheel chair booking, meal booking

Press 3 for Catering complaints

Press 4 for General complaints

Press 5 for Vigilance related complaints

Press 6 for Queries during accident

Press 9 for Status of complaints

Press * for talking to Call Centre Executive

South Eastern Railway
We serve with a smile