

Press Information Bureau
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Railways Launches Toll Free Helpline Number for Catering Related Complaints

The Ministry of Railways has set up a central monitoring cell with the toll free number i.e. 1800-111-321 for the convenience of railway users to register their complaints regarding railways' catering services like food quality, over charging etc., both at railway stations and in running trains. Announcing this, here today, the Minister of Railways, Shri Pawan Kumar Bansal said that this facility is available all seven days from 7 A.M. to 10 P.M. when during this time generally the food is served to the passengers.

The Minister said that as soon as the complaint is registered, all possible actions will be taken on real time basis to address that complaint. This facility has started functioning, he added.