



क्षिणरेलवे/**SOUTHERN RAILWAY**
चेन्नैमंडल/**CHENNAI DIVISION**

No.PUB/MAS/2025/11/08

Date: 12.11.2025

प्रेसविज्ञप्ति / PRESS RELEASE

**CHENNAI DIVISION LAUNCHES QR CODE-BASED GRIEVANCE
REDRESSAL SYSTEM AT CATERING STALLS**

**A PILOT INITIATIVE IN COLLABORATION WITH RAILMADAD FOR SEAMLESS
RESOLUTION OF CATERING STALL COMPLAINTS**

Chennai Division of Southern Railway has launched a first-of-its-kind initiative across Indian Railways - **QR Code-based Grievance and Feedback Registration Facility at all catering stalls across the Division**. This pilot initiative by Chennai Division in collaboration with Railmadad, aims to make it easier for passengers to register complaints or share feedback regarding catering stalls. Complaints regarding overcharging, deficiency in service, food quality/quantity, non-availability of food & water and hygiene can be registered through this QR code enabled system.

How it works:

- Passengers can scan the unique QR code displayed at the catering stalls. Each catering stall has been assigned a unique QR code that, when scanned, instantly provides essential details such as the stall's location, station code etc.
- Upon scanning, they are directed to the Railmadad portal, the official grievance redressal platform of Indian Railways.
- To ensure secure access, passengers are required to enter their mobile number and authenticate via a one-time password (OTP).
- Once authenticated, they can select the grievance type, provide a brief description and submit.
- An acknowledgement message with a unique reference number is instantly sent to the registered mobile number, allowing passengers to track the status of their complaint.
- Alerts regarding complaints are immediately sent to the respective Catering Inspectors and Station Managers, enabling them to attend to the issues promptly.

Benefits to passengers:

- Passengers can instantly register complaints or share feedback with just a quick QR code scan—no need to manually enter stall details or navigate forms.
- Real-time alerts are shared with catering inspectors and station managers to ensure that issues are promptly attended to, promoting greater responsibility.
- The initiative strengthens monitoring of catering units, streamlines the feedback process, focuses on continuous improvement of services.

The initiative is yet another significant effort of Chennai Division in its commitment in ensuring quality services at the catering stalls across the Division, thus enriching passenger experience.

SD/-

ए .एलुमलै / (A.Elumalai)

जनसंपर्कअधिकारी / Public Relations Officer

चेन्नैमंडल/ Chennai Division/S.Rly

Follow us

<https://sr.indianrailways.gov.in/index.jsp>

<https://twitter.com/DrmChennai>

<https://www.facebook.com/Chennai-Division-Southern-Railway-103282828869816>