

Southern Railway Holds Rail Jan Samvaad at DR. M.g.r. Chennai Central Under Special Campaign 6



Chennai, 25 Oct 2026: Southern Railway organized a Rail Jan Samvaad (Interaction with Rail passengers) at Dr. MGR Chennai Central Station today 22nd October, 2026 as part of Special Campaign 6. The initiative was conducted simultaneously at around 7,000 Railway stations across Indian Railways.

Special Campaign 6 is being observed across all Railway zones and Production units from 02nd October to 31st October 2026 focusing on cleanliness (Swach hata), better management of space, disposal of scrap and e-waste, and active public participation, among other identified activities. Rail Jan Samvaad is an initiative aimed at engaging directly with passengers, understanding their concerns and obtaining valuable feedback to improve railway services.

In Chennai Division, the programme at Dr. MGR Chennai Central Station was led by Shri U. Subba Rao, General Manager, Southern Railway. He was accompanied by Shri Shailendra Singh, Divisional Railway Manager, Chennai Division, Principal Heads of Department and other senior railway officials. About 150 passengers, including representatives of passenger associations, rail fans and local bodies took part in the interaction. Rail Jan Samvaad was also organised at other stations across Chennai Division.

During the inter action Passengers raised queries and shared suggestions on train services, passenger amenities, safety, Security, punctuality and grievance redressal. The Railway Officials listened to their concern and provided clarifications wherever possible. Issues requiring further intervention were documented and referred to the concerned departments for appropriate and time-bound action.

Addressing the participants, Shri U. Subba Rao, General Manager, Southern Railway, emphasised the importance of passenger engagement and feedback in improving railway services. He stated that Rail Jan Samvaad reflects Indian Railways' commitment to listening to passengers and addressing their concerns, adding that every suggestion provides an opportunity to enhance service quality and passenger satisfaction.

Rail Jan Samvaad was also organised at major stations across the five other divisions of Southern Railway—Madurai, Palakkad, Salem, Tiruchchirap palli and Thiruvananthapuram—under the leadership of the respective Divisional Railway Managers. Cleanliness drives and tree plantation activities were also undertaken at these stations as part of the campaign.

Passengers are encouraged to continue sharing their feedback and suggestions through Railway Helpline 139, the Rail Madad portal and app, and Southern Railway's official social media handles. Southern Railway remains committed to sustained engagement with passengers and to providing clean, safe and well-maintained trains and railway stations.

