

O. I. H.

**GOVERNMENT OF INDIA
MINISTRY OF HOUSING AND URBAN AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO. 381
TO BE ANSWERED ON FEBRUARY 06, 2023**

FACILITIES IN DELHI METRO

NO. 381. SHRI NARAIN DASS GUPTA:

Will the Minister of HOUSING AND URBAN AFFAIRS be pleased to state:

- (a) whether the passengers travelling in Delhi Metro come under the category of consumers;
- (b) if so, the reasons behind absence of provision of free drinking water and toilet facilities to the passengers in Delhi Metro like in Lucknow and Jaipur Metros;and
- (c) the consumer facilities mandatory to be provided in Delhi Metro under the Consumer Protection Act, 1986?

ANSWER

**THE MINISTER OF STATE IN THE
MINISTRY OF HOUSING AND URBAN AFFAIRS
(SHRI KAUSHAL KISHORE)**

(a): Yes, Sir.

(b) & (c): The decision to provide free drinking water and toilet facilities is within the domain of concerned Metro Rail Administration. It is not incumbent upon DMRC to provide free drinking water and toilet facilities at stations within the provisions of The Consumer Protection Act, 2019.

DMRC has however informed that they have arranged drinking water facilities at stations by way of Shops/Kiosks/Water ATMs on payment basis. Further they have issued directions to all station staff to provide drinking water to passengers on demand. Further, toilet facilities are provided at all metro stations of Delhi metro through outsourced agencies on payment basis. In case of emergency, commuters can also use the station staff toilet facility, wherever available, free of cost at metro stations.
