

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 319
TO BE ANSWERED ON 27.11.2024**

WATER VENDING MACHINES (WVMS) IN RAILWAY STATIONS

319 SHRI ANUP SANJAY DHOTRE:

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government has received complaints for inadequate supply of drinking water at the Railway Stations across the country during each of the last three years and the current year;

(b) if so, the details thereof, zone-wise along with the action taken thereon;

(c) the number of Water Vending Machines (WVMs) installed at Railway Stations to provide potable water at affordable cost across the country, the estimated cost of installation of such WVMs, zone-wise;

(d) whether the Government has also received complaints of contaminated potable water supplied at Railway Stations across the country during the said period;

(e) if so, the details thereof, zone-wise and the reasons therefor along with the action taken thereon; and

(f) the steps taken/being taken by the Government to provide adequate safe drinking water at affordable rates to passengers at the Railway Stations in the country?

ANSWER

**MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY**

(SHRI ASHWINI VAISHNAW)

(a) to (f) A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (f) OF UNSTARRED QUESTION NO. 319 BY SHRI ANUP SANJAY DHOTRE TO BE ANSWERED IN LOK SABHA ON 27.11.2024 REGARDING WATER VENDING MACHINES (WVMS) IN RAILWAY STATIONS

(a) to (f) It is Railway's endeavour to provide safe and potable drinking water facilities at all stations over Indian Railways.

To ensure the quality of drinking water being made available at the railway stations, instructions exist for periodical checking and required corrective action to be taken. Regular inspection and maintenance of drinking water facilities is carried out and complaints are attended promptly.

Complaints regarding deficiency in services including water supply are received through various channels viz. public complaints, web portals, social media, etc. These complaints are received at various levels including Railway Board, Zonal Railways, Division Office, etc. The complaints so received are forwarded to concerned wings of Railway and necessary action is taken to check and address the complaint. As receipt of such complaints and action taken thereon is a continuous and dynamic process, centralized compendium of these is not maintained.

The zone-wise details of the Water Vending Machines (WVMs) installed over Indian Railways are annexed. In addition to installation of Water Vending Machines at stations, Indian Railways provide safe and affordable Packaged Drinking Water bottles 'Rail Neer', which are approved by Bureau of Indian Standards (BIS), in trains and at stations. Approximately 13 lakh litres of Rail Neer Packaged Drinking Water is being supplied per day to the travelling passengers in trains and at stations across Indian Railways.

Zone-wise details of Water Vending Machines (WVMs) installed over Indian Railways

Railway Zone	Number of Water Vending Machines (WVMs) installed
Central Railway	71
Eastern Railway	24
East Coast Railway	47
East Central Railway	203
Northern Railway	84
North Eastern Railway	53
North Central Railway	86
Northeast Frontier Railway	51
North Western Railway	45
Southern Railway	58
South Central Railway	76
South East Central Railway	8
South Western Railway	22
South Eastern Railway	41
Western Railway	45
West Central Railway	40
Total	954
