

Complaints regarding water vending points

†2034. SHRIMATI CHHAYA VERMA:

SHRI VISHAMBHAR PRASAD NISHAD:

CH. SUKHRAM SINGH YADAV:

Will the Minister of RAILWAYS be pleased to state:

(a) the number of railway stations in the country installed with water vending points for providing pure drinking water to passengers;

(b) the steps being taken by the Ministry to install water vending points at the remaining railway stations; and

(c) whether complaints have been received that the installed water vending points are not working 24 hours a day and they often remain out of order due to which inconvenience is caused to passengers, if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI RAJEN GOHAIN): (a) and (b) Around 250 stations have been provided with the facility of Water Vending Machines (WVMs) by Indian Railway Catering and Tourism Corporation Limited (IRCTC) for providing pure drinking water to passengers at nominal rates. IRCTC has awarded licenses for installation of 2500 WVMs over Indian Railways out of which 832 numbers of WVMs have been commissioned. Ministry of Women and Child Development and NABARD (National Bank for Agriculture and Rural Development) have also agreed to facilitate installation and operation of WVMs with the help of Self Help Groups over various D, E and F category Railway stations.

(c) WVMs are to be operated round the clock either through operator or in automatic mode. In order to ensure quick disposal of complaints against the working of the installed WVMs, a toll free number 1800-111-139 has been provided by IRCTC on which passengers may lodge their complaint regarding malfunctioning of WVMs.

Fake Indrail Pass

†2035. SHRI LAL SINH VADODIA: Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that a case of fake Indrail pass has recently come to light;

(b) if so, whether Government has initiated any enquiry or action in this regard till date; and

† Original notice of the question was received in Hindi.