



भारत सरकार Government of India  
रेल मंत्रालय Ministry of Railways  
रेलवे बोर्ड Railway Board



No. 96/M(C)/141/77

New Delhi, Date-06.07.2022

General Manager  
All Zonal Railways

**Sub: Ensure complete Watering of Coaches during maintenance and during en-route watering station.**

Ref: 1.GM's WR D.O. No. M442/19/20(watering) dated 29.06.2022

2.This Office letter No. 97/M(C)/141/77 dated 10.07.2009, 16.4.10, 24.07.14, 02.06.2015 and 02.07.2019

During April-June 2022, nearly 45,250 complaints of non-availability of water in coaches have been reported on Rail Madad. Vide letter under reference (1), GMWR has reported that complaints on Rail-Madad related to scarcity/ unavailability of water in the coaches of trains passing through Prayagraj Cheeki, Kanpur, Agra Fort and Khajuraho in NCR, have increased and need special attention. It may also be noted that due to non-availability of water, consequential complaints related to dirty toilet and improper cleaning are also reported.

In this regard, Zonal Railways are advised to ensure the following:

- i. Proper watering of all coaches of all trains during maintenance (PM/SM/Terminal / PF return).
- ii. All Train links and their timings to be reviewed for adequate watering and accordingly provision of adequate time for watering be ensured. The train link and watering should be ensured as per stipulated provision of watering of trains within 200-250 KMs especially during peak hour of water demand in coaches.
- iii. Data of Rail-Madad regarding complaints on non-availability of water may also be analyzed regularly. Trains having large Nos. of complaints may be planned for watering at the locations of generation of complaints. Similar analysis of all PM trains may be done by Zonal Railways to ensure proper watering of trains.
- iv. While issuing notification of new trains, its link must be examined for watering at adequate interval with provision of adequate time. Watering of Trains at Crew changing station having watering arrangements may be ensured.
- v. Proper functioning of Quick watering System and commissioning of Quick Watering System on critical route should be completed. CR, SER, SR, NCR, NER, NFR, NR, NWR and SCR are advised to expedite installation of Quick watering System at identified locations.

All Railways are advised to take necessary action to avoid Rail Madad complaints and address all complaints raised especially related to unavailability of watering, cleaning of Toilets, Coach cleaning and unavailability of passenger amenities items.

Action taken report may be sent to this office by 20 July 2022.

  
(रवि जैन)

कार्यकारी निदेशक/ यांत्रिक इंजी. (कोचिंग)  
रेलवे बोर्ड

EO - 1198803

I/272597/2022



File No.WR-HQ0MECH(MCCP)/2/2022-O/o PCME/HQ/WR

प्रकाश बुटानी , भा.रे.यां.इंजी.से.  
महाप्रबंधक (प्रभारी)  
Prakash Butani, I.R.S.M.E.  
General Manager (In-Charge)



पश्चिम रेलवे  
चर्चगेट, मुंबई- 400 020  
WESTERN RAILWAY, CHURCHGATE,  
MUMBAI - 400 020.

2/2

D.O.No.M 442/19/20(Watering)

29<sup>th</sup> June, 2022

Dear Shri Pramod Kumar,

**Sub:** Watering of coaches in WR trains in NCR.

**Ref:** Railway Board's letter no.96/M(C)/141/77 dated 24-7-2014.

In recent times, complaints on Rail Madad pertaining to scarcity / unavailability of water in coaches of trains passing through **Prayagrajcheoki (PCOI)**, **Kanpur (CNB)**, **Agra Fort (AF)** and **Khajuraho (KURJ)** of NCR, have increased at an alarming rate. This has been noted and adversely commented upon by the highest level in Railway Board.

An exercise has been carried out to pin-point the number of complaints in different trains which can be directly attributed to non-watering at these stations. A list of such trains for the two stations i.e. **PCOI** and **CNB** is enclosed (Annexure "A" & "B"). It is inferred that in all such cases, watering is essential at these two stations (**PCOI** & **CNB**) since the distance of watering stations before and after these stations is much more than 250 Km, the maximum limit laid down by Railway Board vide their letter under reference. The halt time of these trains at aforesaid watering stations also needs to be increased to 10 minutes for providing enough time for watering. It was observed that halt time of most of these trains at **PCOI** is very less (2 minutes).

In case of **AF** station, there is need for provisioning of watering facility and Quick Watering Facility is suggested. In this case too, the previous and next watering stations are far and thus resulting in large number of watering complaints on Rail Madad. As an example, case of 19038 Avadh Express can be cited pertaining to which 55 complaints have been registered between 1-4-22 to 22-6-22 while 29 complaints have been registered pertaining to 19037 Avadh Express, for the same period. A list of affected WR trains which would benefit by provisioning of Watering facility at **AF** is enclosed (Annexure "C"). Situation is similar at **KURJ** where most trains undergo loco-reversal thus have longer halt times. However, in absence of watering facility, coach watering is not being done at **KURJ** resulting in generation of complaints. Here too, it is observed that watering stations on either ends are located at distances which are much higher than that stipulated by Railway Board. Between 1-4-2022 to 26-6-2022, 65 complaints have been registered for the 4 trains of WR, passing through **KURJ**, list of which is enclosed (Annexure "D"). Thus, Watering facility at **KURJ** is also suggested.

Your kind attention is requested so that complaints on Rail Madad in this regard are addressed.

With regards,

Yours sincerely,

Digitally Signed by Prakash  
Butani  
Date: 29-06-2022 17:00:06  
Reason: Approved  
(Prakash Butani)

Encl.: as above.

**Shri Pramod Kumar,**  
General Manager,  
N.C.Railway, Prayagraj.

C/- Member (Traction & Rolling Stock), Railway Board, New Delhi.

Handwritten notes in purple ink:  
MTR  
ED  
DME/uy  
17/22

Handwritten notes in blue ink:  
SO/MIC  
→ AF member  
N.H.

## Annexure "A"

Details of watering complaints in WR trains over NCR from 01-04-2022 to 22-06-2022

## Prayagrajcheeki (PCOI)

Sr.	Train	Train Name	PTT			Rail-Madad watering complaints (01.04.2022- 22.06.2022)	Distance from previous watering station	Distance to next watering station
			Arr.	Dep.	Halt			
1	22972	PNBE - BDTS SUF EXPRESS	05:15	05:17	2	7	DDU- 144 km	KTE- 268 km
2	19092	GKP - BDTS HUMSAFAR	05:25	05:27	2	10	BSB- 134 km	KMZ- 269 km
3	19490	GKP - ADI EXPRESS	05:25	05:27	2	74	BSB- 134 km	KMZ- 269 km
4	19045	TAPTI GANGA EXPRESS	06:35	06:40	5	14	KTE- 268 km	BSB- 160 km
5	22947	ST-BGP S.F EXP	06:35	06:40	5	13	KTE- 268 km	DDU- 152 km
6	19484	BJU - ADI EXPRESS	07:03	07:05	2	45	DDU- 143 km	RKMP- 683 km
7	19436	ASN - ADI EXPRESS	07:03	07:05	2	4	DDU- 143 km	RKMP- 683 km
8	19483	ADI - BJU EXPRESS	07:18	07:20	2	19	RKMP- 682 km	DDU- 144 km
9	22912	SHIPRA EXPRESS	07:35	07:37	2	31	DDU- 143 km	KMZ- 270 km
10	19052	MFP - BL EXPRESS	08:15	08:17	2	4	BSB- 157 km	KTE- 267 km
11	20930	BSBS - UDN SF EXPRES	08:15	08:17	2	4	BSB- 126 km	KTE- 268 km
12	19489	ADI - GKP EXPRESS	08:45	08:47	2	40	AGC- 275 km	PRYJ- 194 km
13	19091	BDTS - GKP HUMSAFAR	08:45	08:47	2	4	KMZ- 269 km	BSB- 133 km
14	22911	SHIPRA EXPRESS	17:40	17:45	5	3	KMZ- 269 km	DDU- 144 km
15	09066	CPR - ST SPL CLONE TRAIN	17:40	17:45	5	3	BSB- 133 km	JBP- 359 km
16	22971	BDTS - PNBE SUF	19:03	19:05	2	2	KTE- 267 km	DDU- 144 km
17	22948	BGP - ST SUF EXPRESS	19:00	19:05	5	7	DDU- 151 km	KTE- 268 km
18	19046	TAPTI GANGA EXPRESS	19:00	19:05	5	3	BSB- 160 km	KTE- 268 km
TOTAL						287		

## Annexure "B"

## Kanpur Junction (CNB)

Sr.	Train	Train Name	PTT			Rail-Madad watering complaints (01.04.2022-22.06.2022)	Distance from previous watering station	Distance to next watering station
			Arr.	Dep.	Halt			
1	20941	BDTS - GCT EXPRESS	00:02	00:07	5	2	AGC-275 km	PRYJ-194 km
2	19168	BSB-ADI SABARMATI EXP	01:00	01:05	5	9	LKO-74 km	VGLB-219 km
3	19037	AVADH EXPRESS	01:35	01:45	10	9	AF-253 km	ASH-73 km
4	19038	AVADH EXPRESS	01:45	01:50	5	44	ASH-73 km	AF-254 km
5	09183	MMCT-BSBS SPL	02:20	02:25	5	3	AF-253 km	LKO-74 km
6	22970	BSB - OKHA SUF	03:25	03:30	5	4	PRYJ-195 km	AF-252 km
7	19313	INDB - RJPB EXPRESS	03:55	04:00	5	4	VGLB-220 km	LKO-74 km
8	19321	INDB - PNBE EXPRESS	03:55	04:00	5	10	VGLB-220 km	LKO-74 km
9	22921	BDTS GKP ANTYODAYA	07:05	07:15	10	8	KSJ-247 km	LKO-74 km
10	09448	PNBE-ADI SPL CLONE TRAIN	07:50	07:55	5	6	DDU-347 km	AF-253 km
11	12942	PARASNATH EXPRESS	08:00	08:10	10	3	PRYJ-194 km	AF-253 km
12	12948	PNBE - ADI SPECIAL	08:00	08:10	10	32	PRYJ-194 km	AF-253 km
13	19409	GORAKHPUR EXPRESS	09:00	09:05	5	14	KSJ-247 km	LKO-74 km
14	19053	ST - MFP EXPRESS	11:45	11:50	5	4	AGC-256 km	LKO-74 km
15	22922	GKP BDTS ANTYODAYA SPL	12:15	12:20	5	4	LKO-74 km	KSJ-247 km
16	19410	GKP - ADI EXPRESS	12:15	12:20	5	7	LKO-74 km	KSJ-247 km
17	19054	MFP ST EXPRESS	12:50	12:55	5	5	LKO-74 km	AGC-255 km
18	09418	PNBE - ADI SUMMER SPL	13:35	13:40	5	6	LKO-74 km	KSJ-247 km
19	12938	GARBHA EXPRESS	14:05	14:10	5	2	PRYJ-194 km	AF-253 km
20	19306	KAMAKHYA-DADN EXP	14:10	14:15	5	2	LKO-74 km	VGLB-219 km
21	12947	AZIMABAD EXPRESS	18:45	18:55	10	2	AF-253 km	PRYJ-194 km
22	12941	BVC - ASN EXPRESS	19:30	19:35	5	2	AF-253 km	PRYJ-194 km
23	19167	SABARMATI EXPRESS	23:25	23:30	5	3	KSJ-247 km	LKO-74 km
TOTAL						185		

## Annexure "C"

## Agra Fort (AF)

Sr.	Train	Train Name	PTT			Distance from previous watering station	Distance to next watering station
			Arr.	Dep.	Halt		
1	09006	IZN - BDTS SUMMER SPL	06:00	06:05	5	KSJ-273 km	KOTA-333 km
2	19038	AVADH EXPRESS	06:15	06:25	10	ASH-327 km	KOTA-333 km
3	09005	BDTS - IZN SUMMER SPL	06:10	06:15	5	KOTA-333 km	KSJ-273 km
4	22970	BSB - OKHA SUF	07:25	07:30	5	CNB-252 km	KOTA-333 km
5	09184	BSBS-MMCT SPL	07:35	07:40	5	FBD-165 km	KOTA-333 km
6	09447	ADI-PNBE SPL CLONE TRAIN	09:55	10:00	5	KOTA-333 km	CNB-252 km
7	09448	PNBE-ADI SPL CLONE TRAIN	11:55	12:00	5	CNB-252 km	KOTA-333 km
8	12942	PARASNATH EXPRESS	12:30	12:35	5	CNB-252 km	KOTA-333 km
9	12948	PNBE - ADI SPECIAL	12:30	12:35	5	CNB-252 km	KOTA-333 km
10	12947	AZIMABAD EXPRESS	12:20	12:30	10	KOTA-333 km	CNB-252 km
11	12937	GARBA EXPRESS	15:20	15:30	10	KOTA-333 km	CNB-252 km
12	12941	BVC - ASN EXPRESS	15:20	15:30	10	KOTA-333 km	CNB-252 km
13	22969	OKHA - BSB EXPRESS	15:20	15:30	10	KOTA-333 km	CNB-252 km
14	09183	MMCT-BSBS SPL	17:45	17:50	5	KOTA-333 km	FBD- 165 km
15	12938	GARBHA EXPRESS	18:00	18:10	10	CNB-252 km	KOTA-333 km
16	19037	AVADH EXPRESS	19:25	19:35	10	KOTA-333 km	ASH-327 km

## Annexure "D"

## Khajuraho (KURJ)

Sr No	Train no	Train name	Arr	Dep	Halt	Distance from previous watering station	Distance to next watering station
1	19483	ADI-BJU Exp	00.55	01.20	25	RKMP 374 km	DDU 452 km
2	19435	ADI-ASN Exp	00.55	01.20	25	RKMP 374 km	DDU 452 km
3	19436	ASN- ADI EXP	12.40	13.00	20	DDU 452 km	RKMP 374 km
4	19484	BJU – ADI Exp	12.40	13.00	20	DDU 452 km	RKMP 374 km

S.No. 192

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
RAILWAY BOARD

No. 96/M(C)/141/77

New Delhi, dated 10.07.2009

Chief Operating Manager  
Konkan Railway Corporation Ltd.,  
Konkan Bhavan, Plot No. 6,  
Sector-11, Navi Mumbai - 400614

**Sub: Enroute watering of trains**

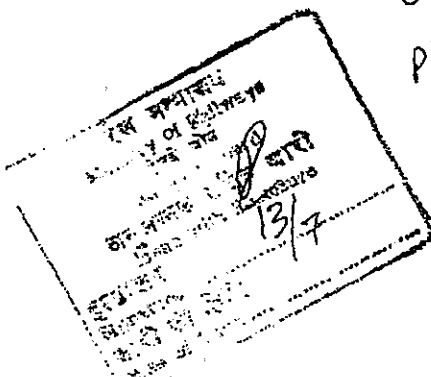
**Ref: Your letter No. M 442/19/20 dated 01.07.2009**

W.Rly. has reported that trains coming from Konkan Railway are not being watered enroute causing water shortage enroute and detentions at Surat. Some of the trains cover a distance of 980 kms. in about 13-14 hours before reaching Surat and are detained on account of watering.

As per Board's guidelines, mail/ express trains need to be watered at a distance of 200-250 kms. of journey for which Railways are required to nominate watering stations and provide watering facilities as per standard CAMTECH design.

Konkan Railway is advised to review the watering requirement of all the passing through trains and ensure that all trains are watered before handing over to Central Railway. Action taken by Konkan Railway may be advised to Board's office at the earliest.

(A.K. Singh)  
Exec.Dir.Mech.Engg.(Chg.)  
Railway Board



OTC  
P1.5884  
10/7/09

Extracts from Chasug Br. Nde. No. 2006/CS/CPN/1088 dt 17/11/06  
reg. Inspection of Hathwa Station on 7 & 8 Sep, 2006 and Delhi  
Station on 8 & 9 Sep, 2006 by Hon'ble MR.

S.No. 10

It appears from the above that Jansewa Express, between Saharsa and Gorakhpur, is nobody's baby as far as watering is concerned. Though Board's directives stipulate watering after about every 250 Km. of run.

Hon'ble MR gave following directions

- (a) System of watering of all long distance train having general class of accommodation must be reviewed and immediate steps are taken to provide watering and cleaning after about every 200-250 Km. F.D.W./CI
- (b) Chhapra must be a watering and cleaning station for Jansewa Express with immediate effect. - D.S. -

**08.09.2006**

1. Hon'ble MR reviewed the progress of Hathwa - Bhatani new BG line with GM/NER. F.D.W.
2. While returning, Hon'ble MR enquired about ROB on LC Gate No. 92 at Siwan Yard. GM/NER appraised that:
  - The State Government had requested for revision of the drawing for making it a 4-lane ROB instead of a 2-lane ROB.
  - The Revised drawing has been submitted by MS/IRCON to the State Government on 04<sup>th</sup> September, 2006.
  - As per GM/IRCON, Patna, MOU for the said ROB is yet to be signed. Work can start only after the MOU is signed.
3. Hon'ble MR enquired about progress of Rail Bridge over river Gandak between Hajipur and Sonapur. CAO/Con/ECR apprised that tender for the bridge has been finalised & work may start immediately after water recedes. F.D.W.

IRCE/13A



GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)

No.96/M(C)/141/77

New Delhi dated 16.4.10

The General Managers,  
All Indian Railways

Sub: Coach watering at enroute stations

Non-availability of water in the toilets of trains during their enroute journey has become a matter of serious concern to the Indian Railways. Complaints on this front continue unabated and have been showing an increasing trend. The issue assumes further importance in wake of the onset of summer season.

In this context, your attention is again drawn to MM's D.O. letter of even No. dated 25.5.05 wherein it was stressed upon that no train shall be allowed to continue its journey without topping of water from the nominated watering station even if the train has to be detained beyond the scheduled stoppages rather than being allowed without topping up of the water tanks. The above directions of Board (MM) may be followed in spirit.

Directions issued in the past for affecting improvements in the enroute coach watering of trains are also reiterated as under:

(i) Rationalization of watering stations & Time Table stoppages

Railways must ensure complete watering of trains at the originating station as also at the nominated enroute watering stations. A detailed review is required to be carried out to rationalize the watering stations in coordination with adjoining Railways as also the scheduled halts at such stations, ensuring a stoppage of at least 15 to 20 minutes. The nominated enroute coach watering stations for all the trains must also reflect in the rake link booklet of respective originating/passing through/terminating Railways.

(ii) Infrastructure

Infrastructure and facilities at enroute watering stations are far from adequate and are non standard. A quick and efficient booster pump assisted enroute coach watering system, including a dedicated water reservoir, was devised by CAMTECH/Gwalior detailing the layout and other infrastructure requirements and circulated to the Railways vide Report No. CAMTECH/2008/M/C/Watering/1.0 - Oct.'08. In terms of CAMTECH's letter No. IRCAMTECH. M. Coach watering dated 8.6.09, Zonal Railways were also advised to categorize the present infrastructure facilities for enroute watering based on certain vital parameters. This categorization would help the Railways in identifying the shortcomings and bench marking with respect to the comprehensive facilities as laid down in CAMTECH's Report.

Railways may strictly ensure enroute watering of trains and also work urgently towards upgradation of enroute coach watering facilities at station platforms in accordance with guidelines as above.

  
(Arvind Nautiyal)  
Dir Mech Engg (Coaching)  
Railway Board

भारत सरकार **GOVERNMENT OF INDIA**  
रेल मंत्रालय **MINISTRY OF RAILWAYS**  
(रेलवे बोर्ड **RAILWAY BOARD**)

No. 96/M(C)/141/77

New Delhi, dt. 28.07.2014

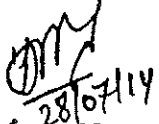
**Chief Mechanical Engineers,  
All Indian Railways.**

**(CORRIGENDUM)**

**Sub: Provision of adequate halt to the trains for watering.  
Ref: Board's letter No. 96/M(C)/141/77 dated 24.07.14 and dated 16.04.10.**

In referenece to letter No. 96/M(C)/141/77 dated 24.07.14 stoppage of minimum 10 minutes (15-20 minutes if trains is covered under CTS also) has to be given at watering stations in Para 2, in the letter may be read as '*stoppage of minimum 15-20 minutes* has to be given at watering stations'.

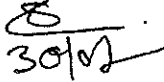
This is for your kind information and necessary action.

  
28/07/14  
(Prashant Kumar)  
Dir. Mech. Engg. (Chg.)  
Railway Board

n.o.o.

Copy for kind information to:

- 1.OSD/MM
- 2.OSD/MT

  
30/07

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
RAILWAY BOARD

No. 96/M(C)/141/77

New Delhi, dated 24.07.2014

Chief Mechanical Engineer  
All Zonal Railways

**Sub: Provision of adequate halt to the trains for enroute watering**

**Ref: i) SWR's letter No. SWR/MIC/24 Watering Arrgt dt 14.07.2014**  
**ii) This letter of even No. dated 10.07.2009**

Hon'ble MR during his visit to Mandya (MYA) has carried out a surprise inspection of train no. 16536 Golgumbaz Express and it was noticed by him that there was no water in GS coaches next to engine. On investigation, it came out that the train was extended upto MYS by merging the rake link of Hubli-Bangalore-Hubli Humpi Express. But only 5 minutes stoppage has been given at Bangalore City and Yashwantpur stations. As a result after departure from Hubli, the train travels 606 kms. upto MYS without single watering being done enroute. Earlier another case of Train No. 22601 Chennai Express from Chennai to Shirdi has also revealed the similar system deficiency where only 2 minute halt have been provided on stations having watering facilities.

As per the instructions of Board, the watering stops have to be nominated every 200-250 kms and stoppage of minimum 10 minutes (15-20 minutes if train is covered under CTS also) has to be given at watering stations. Railways are requested to review their timetables in the light of the Board's instructions and identify the trains where the watering of trains has not been planned as per the guidelines. The necessary action should be initiated for the changes in the rake links and time tabling to ensure proper nomination of the watering stations and also the stoppage time at the watering stations. The availability of the water pipe lines, hydrants and manpower as per the yardstick should also be planned. Railways should take immediate necessary steps for proper watering of trains to cater for the need for passengers in the ensuring extended summer season.

*Shailendra Singh*  
(Shailendra Singh)  
Exec.Dir.Mech.Engg.(Chg.)  
Railway Board

n.o.o.

Copy for kind information to:

1. OSD/MM  
2. OSD/MT

*MC*  
*etc*  
*PI. ~~is~~ File*  
] Sent.

भारत सरकार GOVERNMENT OF INDIA  
रेल मंत्रालय MINISTRY OF RAILWAYS  
रेलवे बोर्ड (RAILWAY BOARD)

No 96/M(C)/M(C)/141/77

New Delhi, dated 02.06.15

**Chief Mechanical Engineer  
All Indian Railways**

**Sub:- Increase in Stoppage Time of Trains for Carriage Watering**

**Ref:- Rly.Bd L/No. 96/M(C)/141/77 dt. 23.01.15**

Railways have been raising the issue of inadequate halts of Trains at nominated watering stations. On the basis of requirements of halt timings/new halts given by railways, proposal for nomination of New watering stations/ Increasing Halt timing of trains, was sent to Traffic Directorate.

Traffic Directorate vide letter referred above has asked railways to give their comments on the proposed increase stoppage and new halts.

It is requested that the matter be persuaded by Mech. Deptt. with Traffic Deptt. and the final proposal with approval by GMs be sent to Rly. Board at the earliest, for inclusion/modifications in Time Table.

  
**(Shailendra Singh)**  
**EDME(Chg)/RB**

भारत सरकार GOVERNMENT OF INDIA  
रेल मंत्रालय MINISTRY OF RAILWAYS  
(रेलवे बोर्ड RAILWAY BOARD)

No. 96//M(C)/ 141/77

New Delhi, dated: 02.07.2019

Principal Chief Mechanical Engineer  
All Zonal Railways

Sub: Watering of Coaches during summer rush.

\*\*\*\*\*

During the summer season, cases of non-availability of water in coaches are getting reported to Railway Board. In one such recent case, it was noticed that nominated enroute watering station failed to ensure complete watering of train.

In view of above, Zonal Railways are advised to ensure complete watering of trains at originating as well as nominated enroute watering station even if that results in some extra detention. Further, all out efforts should be made to commission Quick Watering System on all critical enroute watering stations without further delay. Sufficient sanctions in this regard are already available with Zonal Railways.

No effort should be spared in ensuring proper watering of trains and sensitization of concerned officials and staff in this regard.

Kindly ensure personal monitoring at PCME / CRSE level.

*Navaid Talib*  
2/7/19  
(Navaid Talib)  
Dir. Mech. Engg. (Chg.)  
Railway Board

*1/1/19  
1/1/19  
1/1/19*