

GOVERNMENT OF INDIA
MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
DEPARTMENT OF CONSUMER AFFAIRS

RAJYA SABHA
UNSTARRED QUESTION No. 838
TO BE ANSWERED ON 11.02.2025

QUALITY OF PACKAGED DRINKING WATER

838. SHRI A. A. RAHIM

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) the number of complaints received regarding the quality, pricing and labeling of packaged drinking water in the last five years, State-wise;
- (b) the actions taken against companies found violating the standards set for packaged drinking water, the details thereof; and
- (c) the measures put in place to ensure that packaged drinking water sold in the market adheres to the declared purity and safety standards?

ANSWER

THE MINISTER OF STATE, CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION

(SHRI B. L. VERMA)

(a) : The Standards for packaged Mineral Water and Packaged Drinking Water (other than Mineral Water) have been specified under Food Safety and Standards (Food Products Standards & Food Additives) Regulation 2011. These products are regulated by FSSAI. 650 complaints were received on Food Safety Connect App in last five years (state wise) as per details at **Annexure-I**. However, BIS also receives complaints regarding quality of these products manufactured by its licensees. The number of complaints received in BIS regarding the quality of packaged drinking water in the last five years (state-wise) is given at **Annexure-II**.

(b) : Under FSSAI Regulations, any Food Business Operators (FBOs) found violating the standards set for packaged drinking water shall face penal actions which include penalties and/or imprisonment. In case of non-compliance, adjudication cases are launched in the court of Adjudicating Officer and prosecution cases are launched before the court of Ordinary jurisdiction or Special Court. The details of enforcement samples and action taken thereof, is given at **Annexure-III**. As per product certification scheme, quality of BIS certified products is assured by a well-defined scheme of testing. When instances of non-conformity of product are brought to notice, licensees take corrective actions to improve quality that are also verified in due course.

(c) : FSSAI is fully committed to ensure the availability of safe food products including packaged drinking water to the consumers across the country. Towards this, regular surveillance drives, monitoring, regulatory inspection and random sampling of various food products are conducted throughout the year by the officials of Food Safety Departments of the respective States/ UTs and Regional offices of FSSAI to check compliance with the quality and safety parameters.

FSSAI has recently classified 'Packaged Drinking Water and Mineral Water' as High Risk Food Categories necessitating mandatory inspections of manufacturers/processors before the grant of license or registration. Furthermore, these businesses are required to undergo annual inspections, based on Risk Based Inspection System (RBIS) by regulatory authorities. In a similar way, declared purity and safety standards of manufacturers certified by BIS are ensured through a system of market surveillance, testing and factory visits.

ANNEXURE REFERRED TO IN REPLY TO PART (a) OF RAJYA SABHA UNSTARRED QUESTION NUMBER NO.838 FOR ANSWER ON 11.02.2025 REGARDING QUALITY OF PACKAGED DRINKING WATER.

Details of complaints as received on Food Safety Connect App in last five years (state wise) are as under:-

Consumer Grievance received regarding beverages including packaged drinking water from 01.01.2020 to 31.01.2025	
State	Grievances Received
Maharashtra	133
Delhi	65
Haryana	61
Uttar Pradesh	61
Karnataka	48
West Bengal	42
Tamil Nadu	34
Gujarat	32
Punjab	26
Telangana	21
Andhra Pradesh	19
Rajasthan	18
Bihar	15
Kerala	15
Assam	10
Madhya Pradesh	10
Uttarakhand	9
Odisha	8
Himachal Pradesh	7
Jharkhand	5
Chhattisgarh	4
Goa	2
Mizoram	2
Sikkim	2
Daman And Diu	1
Total	650

ANNEXURE REFERRED TO IN REPLY TO PART (a) OF RAJYA SABHA UNSTARRED QUESTION NUMBER NO.838 FOR ANSWER ON 11.02.2025 REGARDING QUALITY OF PACKAGED DRINKING WATER

The details of list of total quality related complaints for packaged drinking water are as under:-

S.NO.	State	Total no. of quality related complaints
1	Karnataka	01
2	MP	03
3	Odisha	01
4	Tamil Nadu	02
5	Delhi	01
6	Haryana	02
7	Uttar Pradesh	04
8	Assam	02
9	Telangana	01
10	West Bengal	02
11	Maharashtra	05
12	Gujarat	03

ANNEXURE REFERRED TO IN REPLY TO PART (b) OF RAJYA SABHA UNSTARRED QUESTION NUMBER NO.838 FOR ANSWER ON 11.02.2025 REGARDING QUALITY OF PACKAGED DRINKING WATER.

The details of packaged drinking water enforcement samples are as under:-

Year	No. of samples analysed	No. of non-conforming samples	Civil Cases			Criminal Cases		
			Cases launched	Cases decided	Penalty raised (Rs)	Cases launched	Cases decided	Penalty raised (Rs)
2023-24	1300	333	259	318	5212500	111	49	1386000
2022-23	1776	650	274	177	4252300	188	142	3335200

Data of samples analyzed/cases launched/penalties raised includes data from previous financial years.
