

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110
Tel Nos. 011-23379900-01 Fax No.011-23370903
Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Grievance No. PGC/2015/PWD/134

Date of hearing: 11th October, 2018

Complainant : Smt. Meena Maheshwari.

Respondent 1 : Principal Secretary,
Public Works Department,
Through Sh. Rohtash Kumar
Asstt.Engineer, M-211, PWD
Sh. Bijendra Kumar, SDC,
M-211, PWD, Present.

Respondent 2 : **Commissioner,**
East Delhi Municipal Corporation.

H.C. Anand, PS Vivek Vihar, Present.

1. Brief facts of the complaint

1.1 Smt. Meena Maheshwari had filed a complaint in PGC on 17/8/2015 regarding water logging / flooding in Ramprastha Colony due to bad planning of PWD by obstructing natural water flow. She had complained that during widening of Road No. 56 at ROB Anand Vihar and U-Turn under ROB, road level was raised by almost 2 meters, thus obstructing the natural flow of rain water in Ramprastha Colony, particularly in A-Block. The same was brought to the notice of PWD site Engineer and Project Manager at that time. They had promised to take corrective action, but as usual, on the part of PWD, those promises turned out to be false promises. Due to this, whole of the A-Block of Ramprastha gets flooded in rain, thus, causing great discomforts to the residents besides huge financial losses. PWD was requested to immediately take corrective action by de-silting the road side drain and creation of some holes towards UP side, so that the

rain water from Ramprastha Colony gets properly channelled in storm water drain, but no action has been taken by PWD.

Further, she requested for restoration of green belt on the strip of Delhi Government land near Apsara Border lying further to the East of Eastern Ramp of Rail Over Bridge on Road No. 56 (road going from Apsara Border roundabout towards Anand Vihar ISBT).

1.2 The Commission held several hearings in the case starting from 22nd September, 2015.

2. Facts emerged during the proceedings.

2.1 An intimation was received from Ms. Meena Maheshwari, complainant, that she will be out of town from 10.10.2018 to 14.10.2018 and will not be able to attend the hearing.

2.2 An ATR has been filed by H.C. Anand Singh, P.S. Vivek Vihar stating that as directed by the Commission on the last date of hearing, flower pots lying on the pavements have been removed and it will be ensured that no encroachment takes place in future.

2.3 Another ATR has been filed on behalf of Dy. Director(Hort.), Div.-9 DDA, stating that plantation of this area was completed in the month of July & August, 2018 as well as cleaning has been done and the area of the green belt is being maintained properly.

2.4 No ATR filed by the A.E., M-211, PWD. However, they stated in the hearing that they are exploring the possibility of resolving the issue of excess water entering into the colony and drainage system remains free of sewage and solid waste. They sought some more time to file an ATR in consultation and with the approval of competent authority.

2.5 The ATR was received from Shri Prakash Rawat, Executive Engineer (Shahdara), PWD, on 25.10.2018 stating that on 16.10.2018 he along with Shri Rohtash Kumar,

A.E., M-211, Shri Amarjit Singh, J.E. and Shri Shivam Yadav, Junior Engineer, inspected the site in reference, wherein discussions were held to explore the possibility for joining of the drain. Right of Way of the road from where the drain has to start/run, there is Gantry of Signage Board with a foundation of approx. 6 feet deep. Also cable of CCTV cameras of Traffic Police are running underneath the area. If drain is constructed by diverting from Gantry, then this Right of Way is outside the jurisdiction of PWD and this comes under the jurisdiction of DDA's Green Belt.

2.6 From the records, it seen that the Shri Prakash Rawat, E.E, PWD vide his earlier ATR dated 4.10.2018 had conveyed that the the area where the drainage system is to be improved/reconstructed is outside the jurisdiction of ROW of PWD and hence PWD cannot construct the drain. He had also enclosed the layout plan of the area.

2.7 As per the earlier ATR filed by E.E., PWD on 28.8.2018 and 10/07/2018 also, it was conveyed that a joint inspection was carried out with the officials of EDMC, DDA(Horticulture). During the joint inspection it was pointed out by Sh.S.K. Maheshwari that rain water entered in Ramprastha Colony due to raised level of PWD Road (No.56). It was observed that rain water flows parallel through ROW of PWD and enters into the DDA's Green Belt and that Ramprastha Colony area comes under the jurisdiction of GDA (U.P.) which is low lying area. Hence, management of storm water is the responsibility of GDA.

2.8 In the hearing held on 28.8.2018, A.E.(PWD) also maintained that jurisdiction of drainage system in that area lies with GDA and Right of Way is defined by PWD.

2.9 It would be relevant to mention that other grievances of the complainant have been redressed by the concerned agencies viz. DDA (Horticulture) regarding planting of trees/saplings, clearing of debris and proper maintenance of green belt area, DCP(Shahdara) regarding removal of encroachment by unauthorised vendors, Traffic Police regarding action against unauthorised parked vehicles. These agencies have also assured the Commission that periodical monitoring will be done on the above issues and

necessary action will be taken as and when required to the satisfaction of the complainant.

3. Directions:

3.1 In view of the fact that Executive Engineer, PWD, GNCTD, after considering all the facts and circumstances and after examining the matter thoroughly and inspecting the area in reference, jointly with other concerned agencies along with a team of Engineers on several occasions, has come to the conclusion that it will not be feasible for the PWD to provide any relief to the complainant or alternative to resolve the issue of excess water entering into the Colony due to above technical reasons, the Commission closes the complaint.

3.2 The complainant is advised to approach the appropriate forum/department of GDA for redressal of his grievances.

**(ASHOK KUMAR)
CHAIRMAN (PGC)**

Copy to:

1. Sh. Prakash Rawat, Executive Engineer, Shahdara Roads Maintenance Division/ M-211, PWD, Govt. of NCT of Delhi, 2nd Nizamuddin Bridge, Eastern Approach, Delhi – 110091
2. Smt. Meena Maheshwari.