

PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
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Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR
dated 25.9.97

Date : 5th Nov., 2019

Complainant : Sh. Harish Chander Goel,
Respondent : Deputy Commissioner
KP Zone, North DMC
Grievance No. : PGC/2019/MCD/83

1. Brief facts of the complaint

Sh. Harish Chand Goel has filed a grievance in PGC regarding rainwater line chamber in front of H.No. 2607/2608 in Gali No.194, Tri Nagar, Delhi – 110035 – its desilting etc.

2. Proceedings in the Public Grievances Commission

The PGC has convened one hearing in the matter on 21.10.2019 and the following were present :

Complainant : Present
Respondent : Sh. Ramesh Chandra, AE(M)-II

3. Relevant facts emerging during the hearing

3.1 Sh. Ramesh Chandra, Asstt. Engineer (M)-II, KP Zone was present in the hearing and submitted a report stating that the rain water line chamber in front of H.No. 2607/2608 in Gali No.194, Tri Nagar has been desilted / cleaned by departmental labour. It is a regular process and has to be desilted / cleaned from time to time as required. He further informed that permanent solution to the problem has to be done by the Delhi Jal Board.

3.2 Sh. Mukesh Jindal, Ex. Engineer (NW)-III, Delhi Jal Board was contacted telephonically, who was advised to send the

concerned Asstt. Engineer to the Commission on 22.10.2019 after visiting the site and ascertaining the problem.

Sh. Ajay Gupta, Asstt. Engineer, Delhi Jal Board attended the Commission on 22.10.2019 after visiting the site along with the Jr. Engineer of Maintenance Division of Keshav Puram Zone. He informed that temporary solution to the problem has been carried out by desilting the sewer line in the area. The permanent solution to the problem has to be done by the Maintenance Division of Keshav Puram Zone by changing the height of the pipeline and connecting it again to the sewer line of DJB.

3.3 Sh. Ramesh Chandra, Asstt. Engineer (M), KP zone was contacted telephonically and advised to get the work done in a fortnight time.

3.4 Sh. Ramesh Chandra, Asstt. Engineer (M)-II, Keshav Puram Zone has submitted a report dated 30.10.2019 stating that "the complaint has been attended and there is no pending grievance. The satisfactory completion letter of complainant is also attached with the report."

4. Recommendations of the PGC

As the grievance of the complainant has been redressed by the concerned Asstt. Engineer (M) to his satisfaction, the matter stands closed at the level of this Commission.

(ASHOK KUMAR)
CHAIRMAN

No. PGC/2019/MCD/83/

Dated:

Copy to:

1. Ms Ira Singhal, Deputy Commissioner, KP Zone, North DMC, Zonal Office Building, A-1 Block, Keshav Puram, Delhi – 110035
2. Sh. Ramesh Chandra, Asstt. Engineer (M-II), KP Zone, North DMC, O/o the Ex. Engineer (M)-II, Shakti Nagar Extn., Delhi – 110052
3. Sh. Harish Chander Goel