

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
Website : www.pgc.delhigovt.nic.in E-mail :pgcdelhi@nic.in

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Date of hearing: 20.11.2019

Complainant : Sh. Daud Khan.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Sh. Ashok Kumar, AE(S)
Sh.Joginder Singh, MNW/SWB- Present.

Grievance No. : PGC/2019/A.II/DJB/33

1. Brief facts of the case

1.1 Shri Daud Khan, the complainant, has filed a grievance petition before Public Grievances Commission, aggrieved by interruption in supply of water due to damage to water line by Delhi Jal Board while installing sewer line at 107, Near Haji Zakaria Park, Hauz Rani, Malviya Nagar. It is further stated that due to this damage, entire drinking water is going straight into the sewer and more than 50 houses have been affected. He requested for Commission's intervention for direction to the respondent department to take needful action promptly.

2. Facts emerged during the proceedings.

2.1 A report has been filed on behalf of EE(Project) Water-I, Delhi Jal Board stating that *"The damaged water line has been repaired and the residents are getting satisfactory water supply nowadays. The residents of the area near Haji Zakaria Park, Hauz Rani are getting both tube well and treated water supply."*

2.2 As directed by the Commission on the last date of hearing, Water Testing Report dated 12.11.2019 from Fare Labs Private Limited has also been submitted along with the status report.

2.3 Since the complainant was not appearing in the Commission to apprise the status of the case, the Commission took suo moto cognizance of the matter and directed the Delhi Jal Board to take needful action by getting the samples tested through a recognized laboratory to check the quality of water and also ensure regular supply of water in the said area.

2.2 The complainant is not present. He was also not present on 17.9.2019 & 16.10.2019. It appears that he is not interested in pursuing his case.

3. Directions :

3.1 In view of the action taken by the respondent department with regard to satisfactory supply of water in the area and also checking of quality of water through a recognized Laboratory, the case of the complainant is closed in PGC.

3.2 The Chief Executive Officer, Delhi Jal Board, is requested to ensure that residents should get sufficient water in future also and the water quality should be got checked periodically for any contamination.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2019/A.II/DJB/33

Date:

Copy to:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
2. The Executive Engineer(Project) Water-I, Delhi Jal Board, Varunalaya, Phase-I, Room No.511, Karol Bagh, New Delhi-110005.
3. Shri Daud Khan.