

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

Date of hearing: 26.11.2019

Complainant : Sh. Balwant Singh – Present.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD,
Shri Dinesh Yadav, Ex.En.
Shri Y.K. Sharma,
Zonal Engineer, DJB – Present.

Grievance No. : PGC/2019/A.II/DJB/36

1. Brief facts of the case

1.1 Shri Balwant Singh, complainant has filed a grievance petition before this Commission on 19.9.2019, aggrieved by not releasing of proper water supply by Delhi Jal Board in New Ashok Nagar, Delhi-110096. He has requested for Commission's intervention for direction to the Delhi Jal Board to take needful action to provide adequate water in the said area.

2. Facts emerged during the proceedings.

2.1 An Action taken report has been filed on behalf of Executive Engineer (East)-I which has been taken on record. Shri Y.K. Sharma, Zonal Engineer, DJB, stated that *"the water in New Ashok Nagar area and adjoining areas is supplied through Dallupura UGR and quantity/time of pumping of water being pumped is as per availability of water quantity received from Water Works, Delhi Jal Board. During summer season, when the demand rises, the water is supplied in morning times so as to make water available to tail end area at sufficient quantity and at sufficient pressure."*

2.2 The Commission appreciates the efforts put in by the Zonal Engineer in resolving the grievance of the complainant. It is also appreciated that despite heavy traffic jam, he managed to reached the

Commission, though late, and apprised the Commission about the status of the case.

2.3 The complainant present stated that now they are getting clean water and in sufficient quantity. He expressed satisfaction over swift action taken by Delhi Jal Board in resolving his grievances. He requested to close the case in the Commission.

3. Directions :

3.1 In view of the action taken by Delhi Jal Board in resolving the water problem in New Ashok Nagar, Delhi, as mentioned in the complaint, to the satisfaction of the complainant, which has also been confirmed by the complainant today, the case is disposed of in the Commission. However, the complainant is advised to exhaust all channels of redressal of grievances in future by first approaching the concerned officers of the respondent department for resolving the grievances before filing a grievance petition in the Commission so that precious time of the Commission and the officers of the respondent department is not wasted.

(MRS. MADHU SHARAN)
MEMBER(PGC)

No. PGC/2019/A.II/DJB/36

Dated:

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 (East)-I, Delhi Jal Board, GNCT of Delhi, M-16, Pocket-E, Mayur Vihar Phase-II, Delhi-110091.
3. Shri Balwant Singh.

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