

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
I.P. Estate (near ITO), Vikas Bhawan, M-Block, 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 of hearing: 11.03.2020

Complainant : Sh. Tej Pal Sharma - Present.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD,
Through Shri P.C. Sharma, Z.E. N-I.
Sh.Vijender Kumar,
J.E.(N)-I – Present.

Grievance No. : PGC/2019/A.II/DJB/38

1. Brief facts of the case

1.1 Shri Tej Pal Sharma, complainant, has filed a grievance petition before this Commission on 19.9.2019, aggrieved by receiving of dirty water in 30/16, A-1 Block, Sant Nagar, Burari, Delhi. He has requested for Commission's intervention for direction to the Delhi Jal Board to take needful action in the matter.

2. Facts emerged during the proceedings.

2.1 Shri P.C. Sharma, ZE-(N) I, DJB filed a status report and the same has been taken on record. It is stated that "*Complainant neither contacted the ZE-III (N)-I nor J.E.(N)-I regarding redressal of his grievance of dirty water. The complainant also did not engage people to maintain private sewer line of the area.*

Further, Executive Engineer(North)-I, DJB, self inspected the site along with ZE & JE and directed to depute agency to trace out source of contamination. Accordingly, agency was deputed and found that a house service connection of the complainant's neighbour passing through his master trap/drain found broken causing contamination in the water line after plugging the damaged water connection, the water sample was checked at the site by the field staff and found OK. DTQC, DJB had also lifted the water sample on 20.01.2020. Presently, no complaint regarding contamination has been received from the same gali No.30/16, A-1 Block, Sant Nagar, Burari, Delhi-110084."

A Laboratory report in this regard is also enclosed with the ATR.

2.3 The complainant present has contradicted the statements and action taken by the officers of Delhi Jal Board in redressing his grievance. It is further transpired during the hearing that he is trying to level allegations against the working of DJB officials and for not taking enough action which has been contradicted by the representatives of the DJB present. It is stated by the DJB engineers that appropriate action, as per rules, has been taken by them to resolve the grievance of the complainant. Further, it is the complainant himself who has not cooperated with them in resolving his grievances.

2.4 From the material on record and hearing the submissions of the engineers of the respondent department, it is noted that sincere efforts have been put by the Executive Engineer(N)-I and his team in taking steps from time to time, as directed by the Commission, for resolving the problem of contamination due to damaged sewer line in the said premises of the complainant. Further, the submissions of the complainant appears to be vague and meaningless. He does not want an amicable solution of his grievances. Rather, he has tried to raise the same issue again and again despite action by the respondent department, and is not interested in resolving the dispute.

2.5 The complainant filed a representation in the Commission expressing his dissatisfaction over the action taken by the respondent department in resolving his grievance. Further, he has made a submission orally and in his representation that he does want to pursue his grievance in the Commission and requested for closure of the same.

3. Directions :

3.1 The Chief Executive Officer, Delhi Jal Board, is advised to look into the grievances of the complainant and direct the concerned Executive Engineer to continue with their efforts to resolve the same in a time-bound manner. Further, the issue is of contamination of water which needs to be dealt with seriously.

3.2 The complainant is at liberty to approach any other appropriate forum with regard to redressal of his present grievance, if he so wishes.

3.3 With the above observations, the Commission has decided to close the case of the complainant.

(MRS. MADHU SHARAN)
MEMBER(PGC)

No. PGC/2019/A.II/DJB/38

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
2. Sh. Vinod Kumar, Executive Engineer (North-I), Delhi Jal Board, Govt.of NCT of Delhi, Overhead Tank (Near Batra Cinema), Mukherjee Nagar, Delhi-110009.
3. Shri P.C.Sharma, Zonal Engineer, (North-I), Delhi Jal Board, Govt.of NCT of Delhi, Overhead Tank (Near Batra Cinema), Mukherjee Nagar, Delhi-110009.
4. Shri Tejpal Sharma.