

**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**  
**E mail: [pgcdelhi@nic.in](mailto: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: 03.09.2020

Complainant : Sh. Vikrant Kumar.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh. Abdul Rahim,  
ZE-IV (SW-I) - Present.  
Grievance No. : PGC/2020/A.II/DJB/08

**1. Brief facts of the case**

1.1 Shri Vikrant Kumar has filed a grievance petition in Public Grievances Commission aggrieved by irregular/non-supply of water despite of water connection in their area.

**2. Facts emerged during the proceedings.**

2.1 Sh. Abdul Rahim, ZE-IV (SW)-II of the respondent department filed an action taken report. It is stated that *"New T-Block is U/a and unplanned colony. The colony is located at the tail end of water distribution network of CT-2 from where supply is being made on alternate days. The problem of short supply/low pressure is being observed due to increase in demand during summer season."*

*However, water can be supplied through tankers on demand but the complainant refused to take water through water tanker when contacted."*

2.2 The complainant is not present. However, a copy of the letter received from the complainant addressed to Member(Supply), DJB, has been filed by the representative of the respondent department wherein the complainant has stated that his water supply issue has been resolved in Uttam Nagar. He also appreciated Delhi Jal Board for their tremendous efforts to start the water supply in his area.

### **3. Directions :**

3.1 In view of the submissions of the representative of the respondent department and the swift action taken by them, the case of the complainant stands disposed of. However, the respondent department is advised to file documentary proof/photograph of the work done/action taken by them in redressing the grievances of the complainant to his/her satisfaction in future.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2020/A.II/DJB/08

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
2. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> floor, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
3. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi  
E mail: [ee.blkuru1963@gmail.com](mailto:ee.blkuru1963@gmail.com)
4. The Executive Engineer (SW)-II, Delhi Jal Board, GNCT of Delhi, Near W.T.P. Dwarka, Dwarka, New Delhi-110075.  
E mail: [eeswii@gmail.com](mailto:eeswii@gmail.com)
5. Shri Vikrant Kumar.