

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: 07.09.2020

Complainant : Sh. Santosh Kumar Thakur.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh.Subodh Kumar Gupta, AE(Civil), Project
Sh. A.K.Kanojia,, (NWS). – Present.

Grievance No. : PGC/2020/A.II/DJB/48

1. Brief facts of the case

1.1 Shri Santosh Kumar Thakur, complainant, filed a grievance petition in the Public Grievances Commission aggrieved by receiving of contaminated water at his residence.

2. Facts emerged during the proceedings.

2.1 An action taken report has been filed by the Asstt.Engineer(Civil), C/o. EE(Project) W-IX, Delhi Jal Board, stating that the grievance of the complainant with regard to contaminated water supply has been attended and now the consumer is getting potable water. Duly signed redressal form of complaint and the sampling report have also been attached with the action taken report.

2.2 The complainant is not present.

3. Directions :

3.1 The Commission feels that as prompt action has been taken by the respondent department in redressing the grievances of the complainant the matter stands disposed of in the Commission since the complainant is also not present to prosecute his case. The complainant is further advised to remain present in the hearings of the Commission whenever he files any grievance petition.

(MRS. MADHU SHARAN)
MEMBER(PGC)

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, 5th 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
4. Asstt.Engineer(Civil), C/o. EE(Project) W-IX, Delhi Jal Board, GNCT of Delhi, Ashok Vihar, New Delhi-110052.
5. Shri Santosh Kumar Thakur.

