

**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: 15.09.2020

Complainant : Shri Om Singh Kataria.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh. Raj Kumar, ZE(W)-I. Present.  
Grievance No. : PGC/2020/A.II/DJB/02

**1. Brief facts of the case**

1.1 Shri Om Singh Kataria has filed a grievance petition before Public Grievances Commission, aggrieved by not providing of water connection in Ramroop Health Centre/Polyclinic, Kanjhawla. He requested that a pipe line from Savda JJ Colony be given to this health centre/polyclinic as this would help the health workers and the patients to a great extent.

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

2.1 Shri Raj Kumar, ZE(W)I, Delhi Jal Board, filed an action taken report. It is stated that the complainant was requested to apply for water connection in Ram Swaroop Health Centre/Polyclinic, Kanjhawla vide office letter dated 17.07.2020. The complainant has not applied for water connection for the said Health Centre/Polyclinic till date. In the absence of any application along with required documents, DJB is unable to process the case for taking permission to provide water connection from main line from the Competent Authority.

2.2 The complainant was heard today. He stated that he is not directly aggrieved by non-availability of water in the said health

centre/polyclinic but due to social service he is agitating the cause on behalf of the patients and public visiting the said polyclinic.

2.3 The Commission feels that the complainant has no *locus standi* in the present matter as he is not, in any way, directly affected by the concern he has raised in his petition. Further, it transpired that the said Ram Swaroop Health Centre/Polyclinic has never filed any grievance petition in the Commission or with the respondent department in this regard. Moreover, there is a set procedure of fulfilling certain formalities before getting the water connection which has to be followed by the applicant. The complainant was made aware about this fact. Further, he is warned to be careful and not to file such frivolous complaints failing which he would be barred in filing such complaints in future in the Commission.

**3. Directions :**

3.1 In view of the above deliberations, the case of the complainant is dismissed being devoid of merit.

( MRS. MADHU SHARAN )  
MEMBER (PGC))

No.PGC/2020/A.II/DJB/02

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,  
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5. Shri Om Singh Kataria.