

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: 07.10.2020

Complainant : Sh.Dhanraj Kumar.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD

Grievance No. : PGC/2020/A.II/DJB/32

1. Brief facts of the case

1.1 Sh.Dhanraj Kumar, complainant, has filed a grievance petition before Public Grievances Commission, aggrieved by non-supply of water in H.No.76 A, Gali No.6, Methapur Extn., Badarpur by Delhi Jal Board.

2. Facts emerged during the proceedings.

2.1 None present on behalf of the respondent department. However, an action taken report has been sent by Sh.Govind Gaur, Zonal Engineer (South)-IV Delhi Jal Board. It is stated by him that "*Water has been supplied in this area from Apollo UGR which is approximately 6 Kms from this area. This area exist at the tail end of this UGR which causes low pressure and short supply of water. Also 7 nos. of Tubewells existing in this area has dried, which could not be rebored due to COVID-19 and O-Zone of this area.*

Water has been supplied on alternate days due to shortage of water at source. Also water has been supplied in morning from 3.00 am to 6.00 am (Monday and Thursday) specially for this area. Also water tanker has been given on demand to fulfill the requirement of water. The complainant has been getting water in morning as confirmed by himself."

2.2 The complainant is not present.

2.3 The Commission notes that the same grievance has already been heard and disposed of on the submissions made by the Zonal Engineer (South-IV), Delhi Jal Board on 06.10.2020.

3. Directions :

3.1 In view of the prompt action taken by Delhi Jal Board in redressing the grievance of the complainant, as submitted by the Zonal Engineer, and since the complainant is not present in the proceedings, the case of the stands disposed of in the Commission.

3.2 Executive Engineer(South)-IV, Delhi Jal Board, is advised to extend all cooperation and relief to the complainant as and when he approaches him with regard to his grievances for supply of water.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2020/A.II/DJB/32

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, 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. Executive Engineer(South)-IV, Delhi Jal Board, GNCT of Delhi, O.H.T. Opp. Govind Puri: O.I.A. Phase-II: New Delhi-110020.
E mail: ees4.djb@nic.in
5. Shri Dhanraj Kumar,