

***“No carelessness until there is a cure. Wear Mask, follow physical distancing & maintain hand hygiene.”***

**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](http://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: 05.11.2020

Complainant : Sh. Bal Krishan Somani.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh. V.P.Sharma,  
Z.E-IV – Present.  
Grievance No. : PGC/2019/A.II/DJB/27

**1. Brief facts of the case**

1.1 Shri Bal Krishan Somani has filed a grievance petition before Public Grievances Commission, aggrieved by non-supply of water in House No. P/58, Vijay Vihar, Uttam Nagar, New Delhi, for the last two months despite taking water connection from Delhi Jal Board after payment of all charges. It is stated that the water connection is ten years old. He requested the Commission to intervene and direct the respondent department to take needful action promptly.

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

2.1 Shri V.P. Sharma, Zonal Engineer-IV, (West)-III, DJB filed an action taken report. It is stated that “Letter of Intent (LOI) has been issued to concerned agency i.e. M/s.Vikas Chaudhary Const.Co. by this office vide letter dated 29.10.2020 for the work of “Improvement of water supply system by replacing old/damaged existing water lines in P Block, Vijay Vihar in Uttam Nagar Constituency. The agency has been asked to deposit Performance Guarantee within 10 days of issue of this letter so that work order can be issued for this work. The work shall be taken up after issuing the Work Order for immediate replacement of existing old/damaged water lines for permanent solution of drinking water in this colony.

*In the meanwhile, water tankers are being sent on demand.”*

2.2 The complainant is not present. He has never attended the proceedings in the Commission to pursue his case.

2.3 The Commission notes that Delhi Jal Board is taking effective steps to resolve the grievances of the complainant. Further, they have complied with the directions passed by the Commission earlier also.

### **3. Directions :**

3.1 In view of the above and also the fact that the complainant has not appeared before the Commission, the case stands disposed of in the Commission. However, Executive Engineer(West)-III, Delhi Jal Board, shall ensure replacement of old/damaged existing water lines in the affected area on priority. Till then water be provided through tankers, if required.

( MRS. MADHU SHARAN )  
MEMBER(PGC)

PGC/2019/A.II/DJB/27

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
2. The Executive Engineer(West)-III, Delhi Jal Board, GNCT of Delhi, Nangloi Ph.III, Near Bharat Ghar, Delhi-110041.  
Email: [eeewestiii@gmail.com](mailto:eeewestiii@gmail.com)
3. Shri V.P. Sharma, Z.E-IV/West-III, Delhi Jal Board, GNCT of Delhi.  
E mail: [ze3west3@gmail.com](mailto:ze3west3@gmail.com)
4. Shri Bal Krishan Somani.