

**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: 13.10.2020

Complainant : Sh.Ajay Gupta.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh.Ajay Yadav,  
Z.E.(West-II),  
Sh.N.K. Sharma,  
Z.E.(West)-II - Present.

Grievance No. : PGC/2020/A.II/DJB/35

**1. Brief facts of the case**

1.1 Shri Ajay Gupta, complainant, has filed a grievance petition before the Public Grievances Commission aggrieved by no water supply at House No.32/66, West Punjabi Bagh, New Delhi.

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

2.1 Shri Ajay Yadav, ZE(West)-II, Delhi Jal Board, filed copy of letter dated 08.09.2020 addressed to Shri Ajay Gupta by Executive Engineer(West)-II, Delhi Jal Board stating that *"The problem has already been resolved by laying an additional water line for the affected area. The same has been confirmed by you on phone that water supply to above addressee is normal now. However, in case of any issue, you may contact Mr.N.K. Sharma, Zonal Engineer at Mobile No.9650755988."*

2.2 Further an email dated October 14, 2020 has been received from Sh. Trilok Chand, Executive Engineer (West)-II, Delhi Jal Board whereby he has forwarded the confirmation email dated Oct.13, 2020, as received from the complainant, wherein the complainant has informed DJB that *"No complaint is pending and smooth DJB water is coming at Mrs.Santosh Batra's residence at 32/66, West Punjabi Bagh, New Delhi-110026."*

2.3 The complainant is not present.

**3. Directions :**

3.1 In view of the submissions made by the Zonal Engineer(West)-II, Delhi Jal Board and the confirmation letter of the complainant, forwarded by EE(West)-II, DJB, with regard to complete redressal of grievance of the complainant, the case stands disposed of in the Commission.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2020/A.II/DJB/35

Date:

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. Executive Engineer(West)-II, Delhi Jal Board, GNCT of Delhi, D-Block, Moti Nagar, New Delhi-110 015  
E mail: [eevest2@yahoo.com](mailto:eevest2@yahoo.com).
5. Sh. Ajay Gupta (Satya Dev Batra).