


Shri Hemant Kumar, Aastha Public Welfare Association, Khazan Basti forwarded a complaint stating the drain covers/jaalies on drains were broken, due to which the pedestrians fall into the drains and get injured. The matter was reported to Municipal Corporation but they informed that no drain covers were available.

The undersigned talked to the complainant, who affirmed his complaint. Also, Shri B.B. Aggarwal, Executive Engineer (M), West Zone, SDMC was contacted and was apprised of the issue. The complaint was forwarded to him on whatsapp and he was told to take immediate action to redress the grievance and forward the action taken report. As no action taken report was received, the matter was pursued regularly with the Executive Engineer.

On 8.12.2020, a report has been received on whatsapp stating that the grievance of Shri Hemant Kumar has been redressed. Photographs of action taken i.e. affixing on drain covers alongwith the complainant were forwarded. The same are placed in the file. The undersigned again talked to Shri Hemant Kumar, complainant who affirmed that drain covers have been affixed. He expressed satisfaction with action taken by the West Zone, SDMC and was thankful to the Commission for its intervention and satisfactorily redressal of long pending grievance.


In view of above, the grievance case may be closed in the Commission. This case is an illustration of grievance being redressed, without requiring any hearing, due to constant persual by the Commission.

  
9/12/20  
(Ravindra Singh)  
DS (PGC)

Member (PGC)

The grievance being closed,  
However, DC/MCD West Zone  
be apprised of the matter,  
incl. the allegations of the complaint  
and if the same is true, the  
action concerned need to be taken  
to task.

DS/Govt :

 20  
09/12/2020.

प्रमाणित किया जाता है

  
שמעון בן-אמי

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