

***“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: 01.12.2020

Complainant : Sh. K.D. Insha.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh. Sh.S.K. Garg,  
AE(C),Sewer  
Sh.Govind Gaur, Z.E. - Present.

Grievance No. : PGC/2020/A.II/DJB/34

**1. Brief facts of the case**

1.1 Sh.K.D. Insha, complainant, has filed a grievance petition before Public Grievances Commission, aggrieved by supply of water in the evening only by Delhi Jal Board despite water connection. Further, they have joined tubewell to the water pipelines in Gautampuri(Rehabilitation) under Badarpur Assembly Constituency. Further, sewer work has not been started on the main road in the said area as a result residents/commuters are facing lot of inconvenience. Furthermore, debris/malba has not been cleared from the site after laying of pipeline. The complainant has requested for completion of sewer work, provide sewer connections, removal of debris/malba and separation of tubewell from water pipelines.

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

2.1 An action taken report has been filed on behalf of EE(C)DR-VI, Delhi Jal Board, GNCTD is on record. It has been stated in the report that *“The complainant along with RWA members was contacted on 17.08.2020. They wanted that the work of sewer line and the individual connection of sewer may be started immediately as the same is lying*

*closed from March, 2020. He has been apprised that due to imposition of lockdown in the wake of COVID-19 Pandemic in Delhi w.e.f. 20.03.2020, the work has been lying suspended as per the directions. Thereafter, the work shall resume only after the rainy season from 1<sup>st</sup> October, 2020. The case of providing individual sewer connection as per Mukhyamantri Yojna shall be carried out accordingly. It has also been made clear that any minor rectification work, if required, shall be got done when the work is resumed though the complainant did not make any complaint for that. This reply is only for the matter pertaining to sewer line work in the area of Gautampuri Awas.*

*As far as the case of water supply in the colonies is concerned, it is under the control of separate division i.e. EE(S)-IV.*

*The work of sewer line has resumed w.e.f. October, 2020 and is in progress.”*

It has also been stated that the malba has been completely removed/lifted from the affected areas.

2.2 An action taken report has been filed on behalf of Executive Engineer(South)-IV, Delhi Jal Board, GNCTD, stating that “*Filtered water has been supplied in this area from Apollo UGR (3.00 AM to 7.00 AM) daily for drinking purposes and through 25 Nos.of tubewells from 10.00 A.M and 4.00 PM to 7.00 P.M.for bathing, cleaning and other purpose due to shortage of water at source. Also, water has been tested through DJB Lab and found all parameters within permissible limits for drinking purpose. Area MLA and public also recommended for running of these tubewells in non-supply hours of filtered water.*”

2.3 The complainant is not present.

### **3. Directions :**

3.1 In view of the proper action taken by Delhi Jal Board in resolving the grievances of the complainant and also due to fact that the complainant has never appeared in the Commission to pursue his case, the case stands disposed in the Commission.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

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 (South) IV, Delhi Jal Board, GNCT of Delhi, O.H.T., Opp. Govind Puri: O.I.A. Phase-II, New Delh-110020.  
E mail: [ees4.djb@nic.in](mailto:ees4.djb@nic.in)
5. Executive Engineer(C) DR-VI, Delhi Jal Board, GNCT of Delhi, Jal Sadan, Lajpat Nagar, New Delhi.  
E mail: [eecdr6.djb@nic.in](mailto:eecdr6.djb@nic.in)
6. Sh.K.D. Insha.