

“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
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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: 02.02.2021

Complainant : Sh. Daya Kishan Joshi – Present.
Respondent : Chief Executive Officer,
Delhi Jal Board,
Govt. of NCT of Delhi,
Through Shri A.K. Sharma, A.E.
Sh.K.V. Singh, ZE. – Present.
Grievance No. : PGC/2019/A.II/DJB/30

1. Brief facts of the case.

1.1 Shri Daya Kishan Joshi has filed a grievance petition before Public Grievances Commission, aggrieved by irregular supply of water & contaminated water in F-Block, West Karawal Nagar where a large number of residents are residing whereas other colonies like Delhi Police Colony is getting regular, sufficient and clean water. It is stated that due to non-supply of sufficient water by DJB, the residents have resorted to construction of borewells and installation of submersible pumps on their own. He has also pointed out to the pathetic conditions of drains/nallahs in the area which are choked with debris and solid waste as result of which there is flooding in the area due to spreading of water into the streets, especially during rainy season. He requested for early action in the matter. He has requested for Commission's intervention for direction to Delhi Jal Board for taking remedial measures promptly.

2. Facts emerged during the proceedings

2.1 An action taken report has been filed on behalf of Executive Engineer (Project)W-VIII, Delhi Jal Board. It is stated in the report that *“Construction of 26.50 ML capacity at Sonia Vihar along with laying of peripheral water line network could not be completed in the expected period due to General Elections in May 2019 and Vidhan Sabha Elections in January, 2020, construction activities were restricted on account of non-availability of road cutting permission from land owning agencies and non-availability of*

construction material due to curb on smooth transportation which was being outsourced from native states.

There was ban on construction activities as per directions of Environmental Pollution Authority, Graded Response Action Plan enforced in Delhi and NCR.

There were non-working conditions in the area due to outbreak of communal violence in the third week & 4th week of February, causing sense of insecurity in labour.

There was lockdown w.e.f. 22.03.2020 due to spread of COVID-19 disrupting supply chain of material completely and migration of labour.

Now the work is completed and hydro testing, disinfection etc. of structures are under process. Same is likely to be completed by 15.02.2021. Water supply in the area from this newly constructed UGR/BPS & water line network shall be made thereafter.”

2.2 The complainant present confirmed that he is getting clean water regularly and has no grievances at present against the respondent department.

3. Directions

3.1 In view of the above observations, the case of the complainant stands disposed of in the Commission.

3.2 Executive Engineer(Project)-W-VIII, Delhi Jal Board is advised to ensure completion of remaining work in a scheduled time frame and ensure clean and uninterrupted water supply in the concerned area. The Commission also appreciates the efforts made by the respondent department in redressing the grievances of the complainant.

(MRS. MADHU SHARAN)
MEMBER(PGC)

No. PGC/2019/A.II/DJB/30

1. The Chief Executive Officer, Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Karol Bagh, New Delhi.
2. The Nodal Officer (PGC), Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi.
3. The Executive Engineer(NE)-II, Delhi Jal Board, R-Pocket, Overhead Tank, Dilshad Garden, Delhi.
4. Shri Pankaj Gupta, Executive Engineer(Water Project) VIII, Delhi Jal Board, A-Building, Varunalaya, Jhandewalan, New Delhi-110005.
6. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi
E mail: ee.blkuru1963@gmail.com
7. Shri Daya Kishan Joshi.