

*"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  
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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: 15.02.2021

Complainant : Sh. Manoj Kumar Mandal – Present.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh.Abhishek Kumar,  
A.E.(S-III) – Present.  
Grievance No. : PGC/2019/A.II/DJB/32 (Re-opened)

**1. Brief facts of the case**

1.1 Shri Manoj Kumar Mandal, the complainant, has filed a grievance petition before Public Grievances Commission, aggrieved by non-supply of water in House No..1209, Gali No.24, Sangam Vihar, New Delhi-110080. He requested for Commission's intervention for direction to the respondent department to take needful action promptly.

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

2.1 An action taken report has been filed on behalf of Shri L.L. Meena, Executive Engineer(S)-III, Delhi Jal Board, GNCT of Delhi. It is stated in the report that *"The water through tankers for drinking purpose is being provided at fixed points nearby house of the complainant in Gali No.24 on every Sunday from where residents are taking water. To ensure proper distribution, time to time inspection is also being carried out by the concerned ZE & JE and also being monitored by Executive Engineer(South)-III.*

*The quality of water which is being supplied through tanker is potable & it is also being regularly checked/tested at source i.e. water emergency by team of Director, Treatment Quality Control. Further, from 23.11.2020 onwards to till date, no water contamination complaint received from the complainant.*

*There is 24 x 7 mechanism available in DJB for receiving the call, SMS & redressal of complaints through toll free No.1916 & telephone no.23527679. In addition to this, complaints are also being received at local Water Emergency Centre at GK-1 through phones-29234746 & 29234747 (6.00 A.M to 10.00 PM).*

*Further, a team consisting of Shri Abhishek Kumar, ZE & Sh.Gaurav Singh, JE is also monitoring the complaints and looking into the misconduct/misbehaviour, if any, with the residents.”*

2.2 The complainant confirmed that now he is getting regular water and is satisfied over action taken by the respondent department in resolving his grievances. He also thanked the Commission for redressing his greivances expeditiously.

### **3. Directions :**

3.1 In view of the action taken by the Executive Engineer(South)-III, Delhi Jal Board, GNCT of Delhi and the confirmation from the complainant that his grievances have been resolved to his satisfaction, the case stands disposed of in the Commission. The Commission appreciates the work done by the Executive Engineer(South)-III, DJB and his team.

3.2 The Executive Engineer(South)-III, Delhi Jal Board, GNCT of Delhi is further advised to depute J.E./field staff in the concerned affected area to ensure regular and clean water and further monitor & assess the water situation from time to time. A record of such visits/inspection and assessment of water for the next six months be kept and furnished to the Commission.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2019/A.II/DJB/32(Re-opened)

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
2. Executive Engineer(South)-III, Delhi Jal Board, GNCT of Delhi, A-Block, Greater Kailash-I, New Delhi-110048.
3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> floor, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
4. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: [ee.blkuru1963@gmail.com](mailto:ee.blkuru1963@gmail.com)
5. Shri Manoj Kumar Mandal.