

*“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: 12.04.2021

Complainant : Ms. Pushpa – Present.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Shri M.C. Yadav,  
A.E.(C) O/o. EE(N)-II – Present.  
Grievance No. : PGC/2020/A.II/DJB/45

**1. Brief facts of the case**

1.1 Ms. Pushpa, the complainant, has filed a grievance petition before the Public Grievances Commission, aggrieved by non-supply of water through water tanker or through water lines as well as supply of contaminated water in Bhalaswa Resettlement Colony.

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

2.1 An action taken report has been filed on behalf of Executive Engineer(N)-II, Delhi Jal Board. It is stated in the report that “*The UGR will be constructed after availability of water, as the expenditure is unfruitful till the availability of sufficient water. Further, a letter to Project Division of DJB has been sent to initiate the process for consulting regarding design, estimation and construction of UGR/BPS.*

*The survey for verification of fix points of water tankers (as per schedule) was done on 19.03.2021 & 08.04.2021. During survey, it was noticed that water tankers are being provided/reaching at fixed points as per the schedule. During survey, Ms. Pushpa, Complainant, was also satisfied regarding deploying of water tankers in the area. Water samples are also being checked by the field staff on regular basis.”*

2.2 The complainant stated that they are still getting smelly and contaminated water.

### **3. Directions :**

3.1 The Chief Executive Officer, Delhi Jal Board, is advised to look into the matter personally for expeditious redressal of the grievances of the complainant.

3.2 The Executive Engineer(N)-II, Delhi Jal Board, is advised to ensure construction/completion of UGR in a time-bound manner. Till then, water be supplied regularly through water tankers and ensure clean and clear water.

3.3 With the above observations and submissions made in the action taken report, the case of the complainant stands disposed of in the Commission with the advice to the Executive Engineer(N)-II, Delhi Jal Board to file a monthly report with regard to progress made in the above matter.

3.4 The complainant is at liberty to approach the Commission in case there is any deficiency of service or inaction on the part of the respondent department in future in providing clean water in the concerned area.

( MRS. MADHU SHARAN )  
MEMBER (PGC)

PGC/2020/A.II/DJB/45

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
2. The Nodal Officer(PGC), Delhi Jal Board, GNCT of Delhi, 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 (N)-II, Delhi Jal Board, GNCT of Delhi, Near Transport Authority Burari, Main Burari Road, Delhi-110084.
5. Zonal Engineer-III(North)-II, Delhi Jal Board, GNCT of Delhi, A-Block, Jahangir Puri, Near Metro Station, Delhi-110033.
6. Ms. Pushpa.