

“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**

**Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated
25.9.97**

Date of hearing: 12.07.2021

Complainant : Smt.Omwati – Present.
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh. V.K. Gupta
Zonal Engineer, (SW)-III – Present.
Grievance No. : PGC/2019/A.II/DJB/65

1. Brief facts of the case

1.1 Smt. Omwati, complainant, filed a grievance petition in the Public Grievances Commission aggrieved by not providing the water connection by Delhi Jal Board despite her complaint on 24.10.2019 in her house at 240-B, Munirka Village, New Delhi.

2. Facts emerged during the proceedings.

2.1 Shri V.K.Gupta, Zonal Engineer appearing on behalf of Executive Engineer(South West)-II of the respondent department filed an action taken report. It is stated in the report that *“The damaged water pipes in front of H.No.240-B, Munirka Village, have been replaced. At present clear water is available at the complainant’s house and the same has been acknowledged by the complainant.”*

2.2 The complainant present during the proceedings admitted that new water pipe line has been laid by the respondent department and she is getting clean water. However, she stated that she is not getting water during the day time but getting the same at night and that too for 10 – 15 minutes. Even after laying the new pipe line, she is not getting water and

requested to restore her old water connection i.e. from Tikona Park. Furthermore, she has not been getting the water during the last 25 years.

2.3 Shri V.K. Gupta, Zonal Engineer, O/o. EE(South West)-III, Delhi Jal Board stated that the complainant has herself admitted that she is getting water at night. It is further stated by him that water is supplied from 11.30 P.M. to 4.00 A.M. due to scarcity. Efforts are being made to augment the water supply from other sources to ensure supply of water during day time also. Furthermore, at this stage, it is not feasible to restore the old water connection from Tikona Park area, as requested by the complainant, as it is nearly 200 Mtrs. far from the house of the complainant and also in view of the fact that the complainant had herself requested to lay this new water line to facilitate water supply. Further, it would create law and order problem.

2.4 The complainant was also briefed by the Commission that the water connection from the nearest point was given to her as per her wishes and there is general scarcity of water in Delhi, because of weather. Hence, she should wait for the situation to improve.

2.5 The Commission feels that sufficient efforts have been made by the respondent department to supply water to the complainant and this new water line has also been laid on the request of the complainant as she was not getting water from the old water line near Tikona Park.

3. Directions :

3.1 The Chief Executive Officer, Delhi Jal Board, is advised to look into the grievance of the complainant(s) at his level and pass suitable directions for immediate action in the matter.

3.2 Executive Engineer(South West)-III, Delhi Jal Board, GNCT of Delhi, is advised to augment and improve the water supply within one month to provide the water to the complainant in day time also. If the water supply is not improved by then, possibility be explored to restore the old water line from Tikona Park, as requested by the complainant.

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

(MRS. MADHU SHARAN)
MEMBER(PGC)

No. PGC/2019/A.II/DJB/65

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandwala, New Delhi-110005.
2. The Executive Engineer (South West)-III, Delhi Jal Board, GNCT of Delhi, Sector-VII, R.K. Puram, New Delhi-110022.
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3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5th 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
5. Smt.Om Wati.