

***“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: 17.08.2021

Complainant : Sh Ramesh Soni.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Shri Anurag Godiyal,  
J.E.(C) Project W-IX

Shri Ajay Yadav,  
PM NWS Project W-IX, PPP

Shri Pawan Kumar,  
J.E.(C) , O/o. EE(C) DR-XII – Present.

Grievance No. : PGC/2021/A.II/DJB/19

**1. Brief facts of the case**

1.1 Sh.Ramesh Soni filed a grievance petition before Public Grievances Commission, aggrieved by wrong laying of water pipeline/Sewer line in Gali No. 3, R-Block, Vikas Nagar, New Delhi.

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

2.1 An action taken report has been received from Shri Naresh Kumar Dargan, EE(Project)W-IX, Delhi Jal Board, GNCT of Delhi. It is stated in the report that *“A Third Party M/s. STUP Consultants Pvt. Ltd. in association with M/s. IL&FS Ltd. was deputed to have a joint survey with the complainant and DJB staff on 09.08.2021. It was seen during the joint inspection that there is adequate distance between the sewer line & water line as per site conditions. The*

*complainant also witnessed the same and was satisfied. The joint inspection note is signed by the third party and the complainant alongwith DJB staff."*

Joint Inspection report dated 09.08.2021 along with photographs has also been enclosed with the action taken report.

2.2 As advised by the Commission on the last hearing, Shri Pawan Kumar, J.E.(C) , O/o. EE(C) DR-XII, filed copy of general conditions/technical specifications with regard to distance/height etc. while laying of water pipelines.

2.3 An e mail dated August 16, 2021 has been received from the complainant. It is stated therein that the Committee constituted for the purpose visited the site on 09.08.2021. The water pipelines/sewer lines were checked and the discrepancies were rectified. He thanked the respondent department as well as the Commission for expeditious redressal of his grievances.

2.4 The Commission though satisfied over the action taken by the respondent department in redressal of complainant's grievances, feels that the officers of the respondent department should have taken suo moto cognizance to remove the objections raised by the complainant at the initial stages which would have avoided referring the matter unnecessarily to a Third Party for a joint inspection. Hence, the respondent department is advised to be pro-active in their approach.

2.5 The complainant is not present.

### **3. Directions :**

3.1 In view of the fact that grievances of the complainant have been resolved to his satisfaction by the respondent department, the case stands disposed of in the Commission.

( SUDHIR YADAV )  
MEMBER(PGC)

PGC/2021/A.II/DJB/19

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. The Executive Engineer(C) DR-XII, Delhi Jal Board, GNCT of Delhi, MU Block, Pitampura, Delhi-110034.

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5. Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: [ee.blkuru1963@gmail.com](mailto:ee.blkuru1963@gmail.com)
6. Sh.Ramesh Soni.