

PUBLIC GRIEVANCES COMMISSION

(Govt. of NCT of Delhi)

M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110

Tel. No. 011-23379900, 23379901, Fax No. 011-23370903

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Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.1997

Date of hearing: 14th October, 2026

Complainant : Shri Vivek Tanwar,
Respondent : The Chief Executive Officer,
Delhi Jal Board
Through :

Grievance No. : PGC/2025/A-II/DJB/272

1. Brief Facts of the Case

The complainant Shri Vivek Tanwar has filed a grievance in the Commission regarding persistent inaction and severe corruption in Delhi Jal Board which is causing grave hardship to residents in his area. He stated that despite being a registered consumer (Consumer No. 1825759688), he has not received water supply at his residence for several months. The DJB pipeline carries water up to about 200 feet from his residence, but it does not reach his house or neighbouring houses. This has created an alarming situation where children, elderly and families are deprived of their basic right to water. Despite lodging several complaints, no action has been taken by Delhi Jal Board. He further stated that tanker distribution is being carried out on the basis of political recommendations or bribes. Genuine consumers like them are deprived water, while unauthorized persons receive tanker services. The DJB office at 100 Foota Road, Chhatarpur, New Delhi is the centre of such corrupt practices. He also stated that political interference is deeply entrenched in tanker distribution, with officials acting under political influence. He has requested the Commission to pass appropriate directions to ensure immediate restoration of regular water supply at his residence and nearby houses and initiate disciplinary action against officials found guilty of negligence or corrupt practices.

2. Facts emerged during the hearing.

2.1 The Complainant is present.

PRATYUSH KANTH
MEMBER
Public Grievances Commission
Govt. of NCT of Delhi
M-Block, Vikas Bhawan,
New Delhi-110002

2.2 Neither an action taken report has been filed nor any representative from the Delhi Jal Board is present. As a result, today's proceedings in the Commission has become infructuous. The Commission has taken a serious view for absence of the concerned officials.

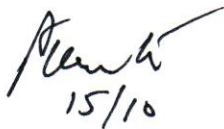
3. Directions of PGC

3.1 The Commission directs the Chief Executive Officer, Delhi Jal Board to initiate an inquiry as to why no officer has turned up in today's hearing. In the last hearing, the Delhi Jal Board had assured the PGC that tender process would be completed in four months time and file a status report before the Commission.

The Commission takes a very strong view of the fact that the officials of Delhi Jal Board had tried to hoodwink the Commission and had taken four months time, while their intention was never to redress the grievance of the complainant.

3.2 A status report shall be filed in the next date of hearing, fixed for 3rd December, 2026 at 2.30 p.m.

PRATYUSH KANTH
MEMBER
Public Grievances Commission
Govt. of NCT of Delhi
M-Block, Vikas Bhawan,
New Delhi-110002


15/10
(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2025/A-II/DJB/272/ 11213-217

Dated : 21/10/26

1. The Chief Executive Officer, Delhi Jal Board, Room No. 306, 3rd Floor, Varunalaya Building, Phase II, Jhandewalan, Karol Bagh, New Delhi-110005.
2. The Chief Engineer (M-2), DJB, Varunalaya Building, Phase-II, Jhandewalan, Karol Bagh, New Delhi-110005.
3. The SE (C-12), DJB, Old Shiv Mandir Marg, Jal Sadan, Lajpat Nagar, Delhi-110024.
4. The Executive Engineer (C)-38, Delhi Jal Board, Office of the Executive Engineer (Civil)-34/38, J-Block, Saket, New Delhi-110017.
5. The complainant Shri Vivek Tanwar, R/o H.No. 63, Asola, Fatehpur Beri, New Delhi-110074.