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
Website : www.pgc.delhigovt.nic.in E-mail :pgcdelhi@nic.in

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

Date of hearing: 22nd October, 2026

Complainant	:	Shri Vinod Kaushik,
Respondent	:	The Chief Executive Officer, Delhi Jal Board Through : Shri Rahul, Assistant Engineer (Civil)
Grievance No.	:	PGC/2025/A-II/DJB/460

1. Brief Facts of the Case

The complainant Shri Vinod Kaushik has filed a grievance in the Commission regarding non-resolution of sewer blockage problem by Delhi Jal Board officials. He has stated that he resides at House NO. 1-192, Shukkar Bazaar, Uttam Nagar, Ward No.115, New Delhi-110059. His area has been facing a serious problem of sewer blockage for quite some time. He further stated that despite filing various complaints, no permanent solution has been done. He also stated that despite informing the problems of sewer blockage several times to the concerned Assistant Engineer and Junior Engineer, no proper sewer cleaning has been done. Due to sewer blockage, dirty water fills the roads, due to which drinking water is also getting contaminated, due to whilch the residents of the area are facing a lot of troubles and there is also a danger of spreading diseases. The complainant has requested the Commission that after getting the matter investigated, strict action should be taken against the concerned officials.

2. Facts emerged during the hearing

2.1 The Complainant is not present.

2.2 Shri Rahul, Assistant Engineer (Civil) from Delhi Jal Board is present and submitted action taken report, stating the following :-

In compliance with the directions of the Hon'ble Publc Grievances Commission vide order dated 15.06.2026 in the subject matter, the Action Taken Report is submitted as under:

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

i "

Sewer line Status: The sewer blockage at the complainant's premise has already been rectified and resovled.

ii Water Supply & Quality Verification: Being at the tail end of the network under CT-2, the area receives alternate-day supply. In accordance with PGC directions, water quality in the area has been tested regular/fortinghtyly and found fit for drinking purposes. Satisfaction of the complainant/residents has also been obtained.

iii Preventive Action & Vigilance: Field staff remains deployed to promptly inspect the locality, trace potential leakages, and clear any contamination issues upon receipt of complaints.

iv In view of the above, it is respectfully submitted that necessary action has been taken in compliance with the directions contained in the PGC Order dated 15.06.2026 in Grievance No. PGCI/2025/A-I/DJB/460....."

3. Directions of PGC

3.1 Sh. Rahul, Assistant Engineer (Civil) has informed the Commission that the old & damaged water pipeline work shall be done after Chhat Pooja on the request of the shopkeepers, as the business in festive season will be affected.

3.2 An ATR shall be filed in the next date of hearing fixed for 10th 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

29/10

(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2025/A-II/DJB/460/ 11881-884 Dated : 3/11/26

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 Executive Engineer (C-22), Delhi Jal Board, Office of the Executive Engineer (Civil-22) Over Head Tank, Opposite Bharti College, Janakpuri, New Delhi-110058.
3. The Technical Officer, PGC with the direction to upload the same on the web-site of PGC.
4. The complainant Shri Vinod Kaushik, R./o T-192, Shukkar Bazar, Uttam Nagar, Ward No. 115, New Delhi – 110059 (Mob. No. :-9711588241)