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	:	Ms. Anisha & Ors.
Respondent	:	The Chief Executive Officer, Delhi Jal Board Through : Shri Rahul, Assistant Engineer (C), C/o EE (C)-22
Grievance No.	:	PGC/2026/A-II/DJB/493

1. Brief Facts of the Case

The complainants have filed a grievance in the Commission regarding inadequate water supply in their area i.e. Sewak Park, B1/43, Uttam Nagar. The water is supplied only for 15-30 minutes on an alternate day basis. It has also been stated in the complaint that they receive water only after others have switched off their motors. They do not get water tanker supply through the 1916 help line number. The complainants further stated that water is supplied in midnight , forces them to stay awake and do not get sufficient water for a signle day.

2. Facts emerged during the hearing

2.1 The complainant Shri Prabhjeet is present.

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

Kindly refer to the above-referenced order of the Hon'ble Public Grievances Commission directing Delhi Jal Board to ensure day-time/morning water supply to the complainants residing at B-1/43, Sewak Park, Uttam Nagar.

In this regard, the present status and action taken are submitted as under :-

i. Inter-Departmental Referral : Since the regulation, operation, and scheduling of pumping machinery and water supply distributionfall under the operational domain of

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

the Electircal & mechanical (E&M) Wing, an Office Note to examine the technical feasibility of shifting/adjusting the supply timings to day-time/morning hours has sent as directed by the Hon'ble Commission.

ii. Current Status: The matter is currently under active deliberation and examination by the E&M wing. The technical feasibility and outcome of these deliberations will be communicated to the Hon'ble Commission in due course as soon as the comments/recommendations are finalized....."

3. Directions of PGC

3.1 The Commission directs the Member (Water Supply, DJB) to hold a meeting with the concerned officials to redress the grievance of the complainant expeditiously. It is also directed to ensure that a decent timing is allotted for supply of water.

3.2 An ATR shall be filed in the next date of hearing which has been scheduled for 18th January,2027 at 2.30 p.m.

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

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(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2026/A-II/DJB/493/ 11890-894 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. Email : ee22djb@gmail.com
3. O/o the Member (Water Supply), Room no. 106, Varunalaya Phase-II , Karol Bagh, new Delhi – 110005.
4. The Technical Officer, PGC with the direction to upload the same on the web-site of PGC.
5. Ms. Anisha & Ors. R/o B1/43, Sewak Park, Uttam Nagar, New Delhi – 110059 (Mob : 9971658383)