

PUBLIC GRIEVANCES COMMISSION

(Govt. of NCT of Delhi)

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

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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 Vijay Kumar Sharma
Respondent : The Chief Executive Officer,
Delhi Jal Board

Through :

Shri Namonarayan Meena, AE (Civil)

Grievance No. : PGC/2026/A-II/DJB/545

1. Brief Facts of the Case

The complainant has filed a grievance in the Commission against Delhi Jal Board for non-supply of water from Block B-804 to B-825 (22 plots), J.J. Colony, Tigri, New Delhi from the last one month. The complainant has requested to resolve the grievance.

2. Facts emerged during the hearing

2.1 The complainant is present.

2.2 Shri Namonarayan Meena, AE (Civil) is present and submitted action taken report, stating the following :-

i. In this matter, it is submitted that there is alternate-day water supply from E.S.I. Okhla to Tigri and Devli Wards of Assembly Constituency AC-47. The water supply line feeding B-Block Tigri has become old and has developed damage/leakage at various locations, resulting in disruption and inadequate water supply to the residents.

ii. In order to provide a permanent solution to the water-supply problem, EE (C)-30 Division has decided to replace the damaged water line completely. Accordingly, the work for

replacement of the damaged water line was taken up. However, the work was stopped by MCD due to the issue of road cutting, which was raised by the area councilor.

iii. The matter was subsequently raised in the DISHA Committee Meeting in the presence of the Hon'ble M.P.(South), Shri Ramvir Singh Bidhuri, DM (South) and concerned MCD officials. During the meeting, directions were issued to MCD that the work is of an urgent nature and is required in the larger public interest, and that DJB would submit an undertaking regarding restoration of the road after completion of the work.

iv.. Accordingly, EE ©-30 Division submitted the requisite undertaking to MCD for restoration of the road. However, the required NOC/permission from MCD is still awaited.

v. As the monsoon period ended on 30.9.2026, and after telephonic communication with the concerned MCD JE, the work for replacement of the damaged water line was restarted on 5.10.2026 in order to expedite the permanent resolution of the water-supply problem.

vi. In the interim period, to ensure availability of water to the affected residents, the borewell motor has been replaced and water supply is being supplemented through the borewell as well as DJB water tankers.

vii. It is, therefore, submitted that necessary action has already been initiated by Delhi Jal Board for permanent resolution of the water-supply issue, and the replacement work is presently in progress and is expected to be completed till 31.10.2026.

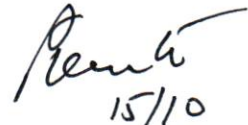
3. Directions of PGC

3.1 The Commission directs the Delhi Jal Board to immediately start the work as hundred of residents are affected due to damaged water line and Delhi Jal Board should immediately redress their grievance. In case any red-tappism or undue interference is brought to light, the Delhi Jal Board officials should immediately approach the Commission and ensure that clean drinking water is supplied which is their fundamental right. The Commission also directs the Delhi Jal Board on the request of the residents that lot of illegal water connections have been done in these pipes which are affecting the water flow. The Delhi Jal Board is directed to take action against illegal water connections.

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

3.2 The next date of hearing in the case has been 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/2026/A-II/DJB/545/ 11918-221

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 Executive Engineer (C)-30, Delhi Jal Board, Govt. of NCT of Delhi, Greater Kailash-1, New Delhi-110048.
3. The Technical Officer, PGC with the direction to upload the same on the web-site of PGC.
4. Shri Vijay Kumar Sharma, r/o B-821, J.J. Colony, Tigri, New Delhi-110062