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: 28th October, 2026

Suo Moto Complaint

Respondent : Delhi Jal Board

Grievance No. : PGC/2026/A-II/DJB/578

1. Brief Facts of the Complaint

Public Grievances Commission has taken suo moto cognizance of dug up roads and back lanes in D Block, Naraina which has become a nuisance as it is leading to harassment to the residents of the area in their normal movement both pedestrian and motorists and is particularly troublesome for senior citizens as they are unable to walk on these roads.

On inquiry, it is found that these roads were dug up by a Delhi Jal Board contractor in March, 2025 for laying down new water line for which the work was concluded in June/July 2025. However, the roads and back lanes have not been repaired by Delhi Jal Board.

2. Relevant facts that emerged during the hearing

2.1 Sh. Anil Bansal, A.E. (M-I), Karol Bagh Zone, MCD is present on behalf of MCD and submitted action taken report in the matter, stating therein that *"95% of the total work has been executed at site. Remaining 5% of the work will be completed by the weekend i.e. upto 01.11.2026. Photographs of the site are enclosed. The report is submitted for kind information of the Hon'ble Commission."*

3. Recommendations of the PGC

3.1 In view of the fact that necessary action has been taken by the MCD by restoring 95% of the roads at the impugned site and assuring that remaining 5% work will also be completed by the weekend i.e. upto 01.11.2026 and thereby sucessfully resolving the original grievance of the complainant, **the matter is disposed of at the level of the Commission**.

(DHARMENDRA)
CHAIRMAN (PGC)

F.No. PGC/2026/A-II/DJB/578 11898-900

Dated : 3/11/26

To :

1. The Commissioner, Municipal Corporation of Delhi, Dr. Shyama Prasad Mukherjee Civic Centre, Minto Road, New Delhi – 110002.

2. The Executive Engineer (EAP)-II, Delhi Jal Board, Varunalaya, A-Building, Karol Bagh, New Delhi - 110005.

   e-mail: eeeap2.djb@gmail.com

3. The Executive Engineer (M)-I, Karol Bagh Zone, Municipal Corporation of Delhi, Road No. 34, Opposite Fire Station, Moti Nagar, New Delhi - 110015.