

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: 5th October, 2026

Complainant : Ms. Anita Gupta
Respondent : The Chief Executive Officer,
Delhi Jal Board
Through :
Grievance No. : PGC/2026/A-II/DJB/551

1. Brief Facts of the Case

The complainant has filed a grievance in the Commission stating that she used to be sent a water tanker by the Delhi Jal Board from 2018. But recently, the time period of the tanker has expired due to which water supply has been stopped. The complainant has requested the Commission to make her water tanker available again.

2. Facts emerged during the hearing

2.1 The complainant is not present.

2.2 No representative from Delhi Jal Board is present.

3. Directions of PGC

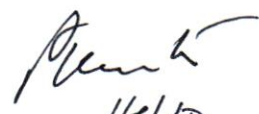
3.1 The complainant was directed to remain present in today's hearing. The complainant was also not present in the last hearing. It appears that she is not interested to pursue her case in PGC.

3.2 However, as per the ATR, dated 18.7.2026 , *"the allegations leveled in the complaint are not substantiated. Delhi Jal Board has taken all reasonable and timely measures to ensure uninterrupted emergency water supply to the locality within the available resources and operational constraints. At present, fixed-point water supply stands restored through tanker No. DL-1LAL-4010, and the grievance may therefore be treated as suitably addressed."*

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

In view of the above, the Commission has decided to close the case in PGC.

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


14/10
(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2026/A-II/DJB/350/

11083-11086

Dated : 15/10/26

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)-16, Office of the Executive Engineer (C)-16, Andha Mughal, Pratap Nagar, New Delhi-110007.
3. The Technical Officer, PGC with the direction to upload the same on the website of PGC
4. Smt. Anita Gupta, r/o 2094/L-4/5, Prem Nagar, Delhi-110008 (Mob. No. 8447508124).