

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: 05th October, 2026

Complainant : Shri Ayyub Idrisi

Respondent : The Commissioner,
Municipal Corporation of Delhi,
Dr. Shyam Prasad Mukherjee Civic Centre,
Delhi-110002

Through :-

Shri Sitaram Meena, Junior Engineer/MCD

Shri Anurag Kumar Bhatt, Junior Engineer, DUSIB

Grievance No. : PGC/2026/A-II/MCD/558

1. Brief Facts of the Case

The complainant Shri Ayyub Idrisi has filed a grievance in the Commission regarding repair of sewer pipe constructed across the Nali Road in Gayatri Colony, Baljeet Nagar and non-exit of water. He has requested the Commission that the (i) The work of repairing the said sewer pipe/new sewer line and drainage should be started immediately (ii) a definite time limit for commencement of the work should be fixed and the applicant should be informed about it and (iii.) the reasons for the delay should be investigated by fixing the accountability of the concerned departments.

2. Facts emerged during the hearing

2.1 The complainant is not present.

2.2 Shri Sita Ram Meena, JE/MCD/Karol Bagh Zone is present and submitted action taken report, stating the following :-

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“ With reference to the above –mentioned case, it is submitted that the report/ATR is already submitted to the office of Hon'ble Member vide reference NO. D-653/EE(M)/KBZ/2026, dated 21.8.2025.”

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

3. Directions of PGC

3.1 The Commission appreciates the good work done by the officials of DUSIB as they have made estimates for the sewer line and in time to come, work will be done. The Commission has, therefore, 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/MCD/558/ 11058-11064

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 Commissioner (MCD), Dr. Shyama Prasad Mukherjee Civic Centre, Minto Road, New Delhi-110002
3. The Chief Executive Officer, Delhi Urban Shelter Improvement Board, Punarvas Bhawan, I.P. Estate, New Delhi – 110002.
4. The Deputy Commissioner (Karol Bagh Zone), MCD, Karol Bagh, Delhi-110005
5. The Zonal Engineer, Delhi Jal Board, Office of the Zonal Engineer (D)-051, Shankar Road, Old Rajinder Nagar, New Delhi-110007.
6. The Technical Officer, PGC with the direction to upload the same on the website of PGC
7. The complainant Shri Ayyub Idrisi, R/o F-226, Gayatri Colony, Punjabi Basti, Baljeet Nagar, New Delhi-110008 (Mob. No. 9716204509)