

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 : Shri Chandan Tanwar
Respondent : The Chief Executive Officer,
Delhi Jal Board
Through :
Shri Rupin, Assistant Engineer

Grievance No. : PGC/2026/A-II/DJB/597

1. Brief Facts of the Case

The complainant Shri Chandan Singh, r/o K-39, K-Block, Street No.2, Gangotri Vihar, West Ghonda, Delhi-53, has filed a grievance in the Commission stating that the Delhi Jal Board has been supplying highly contaminated, dirty and foul-smelling water in his locality for a considerable period. The water appears to be mixed with sewage and is completely unsafe for drinking and domestic use. The residents are facing severe hardship and have been forced to arrange drinking water from private sources. The complainant has requested the Commission to treat this matter as urgent considering the serious risk to public health.

2. Facts emerged during the hearing

2.1 The complainant is not present.

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

i. With reference to the complaint regarding supply of highly contaminated, dirty and foul smelling water in the locality, the matter was taken up and the concerned field staff inspected the site. During the inspection, water samples were collected from the residence of the complainant as well as from the residence of his neighbours' for verification of the water quality. The samples were checked for residual chlorine, which was found to be present.

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MEMBER
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ii. Further, the neighbouring resident also furnished a written statement confirming that the water being supplied at his premises was clean and fit for drinking purposes.

iii. The water sample collection and the relevant site conditions were duly photographed, and the photographs of the samples are enclosed/attached for record.

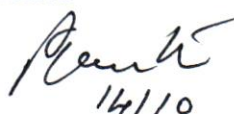
iv. In view of the above inspection and verification, the allegation regarding supply of contaminated and foul smelling water could not be substantiated at the time of inspection. The presence of residual chlorine in the samples indicate that the water supply was being chlorinated. The matter shall, however, remain under observation and necessary action will be taken if any recurrence of the reported problem is brought to notice."

3. Directions of PGC

3.1 The complainant is not present. He has not attended any of the hearings held in the Commission so far.

3.2 In view of the ATR filed by Delhi Jal Board, the Commission has decided to close the case as the Delhi Jal Board has redressed the grievance of the complainant.

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New Delhi-110002


14/10
(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2026/A-II/DJB/364/

11087-11089

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. Shri Chandan Tanwar, R/o K-39, K-Block, Street No. 2, Gangotri Vihar, West Ghonda, Delhi-110053.
3. The Technical Officer, PGC with the direction to upload the same on the website of PGC