

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 25.9.97

Date of hearing: 15.10.2026

Complainant : RWA, Mandir Wali Gali,
Shadi Khampur,
Respondent : Chief Executive Officer,
Delhi Jal Board
Grievance No. : PGC/2026/DJB/568

1. Brief facts of the complaint

RWA, Mandir Wali Gali, Shadi Kham Pur has filed a grievance in PGC stating the poor condition of their street which has occurred after the digging done by the staff of Delhi Jal Board approx. 02 months back. The same has not been restored till date which has become a nuisance in the area and is causing harassment to the residents especially to the senior citizens who are finding it difficult to walk on the street.

2. Proceedings in the Public Grievances Commission

The PGC has convened third hearing in the matter on 15.10.2026 wherein the following were present :

Complainant : Absent
Respondent : Sh. Vivek Pal, JE, M-II
Karol Bagh Zone

3. Relevant facts that emerged during the hearing

3.1 Sh. Vivek Pal, JE(M-II), Karol Bagh Zone, Municipal Corporation of Delhi was present in the hearing and submitted a status report stating that :

"It is respectfully submitted that road excavation work is being carried out by Delhi Jal Board (DJB) at Mandir Wali Gali, Shadi Khampur. The work has not yet been completed and the completion certificate has not been issued by DJB.

You are therefore requested to kindly direct the concerned department to complete pending road excavation work at the earliest submit the completion certificate to the MCD after Completion of the work."

3.2 Neither anyone was present from Delhi Jal Board nor any status report was submitted. This has been viewed adversely by the Commission and displeasure of the Commission is conveyed to the Chief Executive Officer, Delhi Jal Board.

4. Recommendations of the PGC

4.1 Ex. Engineer (EAP)-II, Delhi Jal Board is advised to take note of para 3 above, complete the work of laying / replacement/rehabilitation of water pipeline in the area in a time bound manner, as per rules and submit an Action Taken Report in the Commission on the next date of hearing.

4.2 Chief Executive Officer, Delhi Jal Board is advised to take note of para 3.2 above and ensure that necessary action in the matter is taken by the concerned officers in a time bound manner, as per Rules and an Action Taken Report is submitted in the Commission on the next date of hearing.

4.3 Ex. Engineer (M)-2, Karol Bagh Zone is advised to take further necessary action in the matter once the completion certificate is issued by the Delhi Jal Board and submit a status report in the Commission on the next date of hearing.

4.4 Deputy Commissioner, Karol Bagh Zone is advised to ensure that necessary action in the matter is taken by the concerned officers and an Action Taken Report is submitted in the Commission on the next date of hearing.

5. **Next Date of Hearing** : 26.11.2026 at 11.30 A.M


(R.P. UPADHYAYA), IPS (RETD.)
MEMBER

No. PGC/2022/DJB/50/

11173-177

Dated : 19/10/26

To:

1. Chief Executive Officer, Delhi Jal Board, Varunalaya, Jhandewalan, Karol Bagh, Delhi – 110005
2. Deputy Commissioner, Karol Bagh Zone, Municipal Corporation of Delhi, Zonal Office Building, Anand Parvat, Karol Bagh, Delhi – 110005
3. Ex. Engineer (M)-2, Karol Bagh Zone, Municipal Corporation of Delhi, Near Sindhi Park, Old Rajinder Nagar, New Delhi – 110060
4. Ex. Engineer (EAP)-II, Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya, A Building, Karol Bagh, New Delhi – 110005

Copy for information to :

RWA, Mandir Wali Gali, Shadi Khampur, Delhi – 110008.