

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: 5th October, 2026

Complainant : Shri Yashpal Rawat
Respondent : The Chief Executive Officer,
Delhi Jal Board
Through :
Shri Sushil Kumar, Assistant Engineer (Civil)
Shri Mohit Meena, Junior Engineer (Civil)

Grievance No. : PGC/2026/A-II/DJB/350

1. Brief Facts of the Case

The complainant has filed a grievance in the Commission stating that in Pratap Vihar Part-2, water is not being supplied by DJB since last 19 months. In some streets, very dirty water is being supplied by Delhi Jal Board officials. He further stated that earlier, there was a water pipe line of 6 inch which has been replaced by pipe line of 4 inch, as a result, now there is no drinking water supply at all. Despite repeated complaint to the DJB, no action has been taken till date. The complainant has requested to resolve his complaint.

2. Facts emerged during the hearing

2.1 The complainant is not present.

2.2 Shri Sushil Kumar, Assistant Engineer (Civil) and Shri Mohit Meena, Junior Engineer (Civil) from Delhi Jal Board are present and submitted action taken report, stating the following :-

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i. With reference to the above mentioned subject, it is respectfully submitted that the water supply at the above mentioned address and the adjoining premises was inspected by the concerned officials and found satisfactory.

PRATYUSH KANTH
MEMBER
Public Grievances Commission
Govt. of NCT of Delhi
M-BLOCK, VIKAS BHAWAN,
New Delhi-110002

ii. It is further submitted that a dedicated water supply line is being laid in the area for augmentation and improvement of water supply in the said locality and nearby pockets. The officials of Delhi Jal Board have also remained in regular contact with the complainant, Shri Yashpal Rawat, regarding the matter.

iii. The complainant has now expressed satisfaction with the present water supply being received at the premises. In view of the above, the complaint may kindly be treated as resolved."

3. Directions of PGC

3.1 In view of the ATR filed by Delhi Jal Board, the Commission has decided to close the case in PGC.

3.2 The Commission appreciates the good work done by Shri Sushil Kumar, Assistant Engineer (Civil) and Shri Mohit Meena, Junior Engineer (Civil) to resolve the grievance of the complainant.

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/

11079-11082

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(Civil)-20, Office of the Executive Engineer (Civil)-20, H-Block, Udyog Nagar Indl. Area, Peeragarhi, Delhi-110041.
3. The Technical Officer, PGC with the direction to upload the same on the website of PGC
4. Shri Yashpal Rawat, H.No. 233, Pratap Vihar, Part-2, Kirari Suleman Nagar, Delhi – 110086. (Mob. No. 9990077482).