

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Date of hearing: 30th April, 2014

Complainant : **Sh. Anand Aggarwal,**
H. No. D-85/2,
Okhla Industrial Area, Phase-I,
New Delhi – 110020

Respondent : **Chief Executive Officer,**
Delhi Jal Board,
Govt. of NCT of Delhi,
Varunalaya Phase-II,
Karol Bagh, New Delhi

Grievance No. : PGC/2014/DJB/613
Grievance filed on : 24/ 1/ 2014
First hearing in the PGC, : 5/ 3/ 2014
Scheduled on

1. Brief facts of the complaint

Sh. Anand Aggarwal filed a complaint in PGC on 24/1/2014 stating that he gets water on alternate days for a few hours, but every time, sewage is flowing through the taps for 20-30 minutes before clean water comes. He states that he has lodged complaints with the Central Complaint No. 1916 at Headquarters, at mobile No. 9650291201 vide complaints No. 1381 dated 21/1/2014 and 644 earlier, but the complaint with regard to his water connection at D-85/2 in Okhla Industrial Area, Phase-I, has not been attended.

2. Proceedings in the Public Grievances Commission

The PGC has so far convened two hearings on 5 March, 2014 and 30 April, 2014. At the hearing on 30/4/2014, the attendance was as follows :

Complainant : Sh. Surender Yadav on behalf of complainant
Respondent : Sh. S. Hasan, ZE(S), DJB

3. Relevant facts emerging during the hearing

3.1 At the last hearing held on 5/3/2014, the directions of PGC were as follows:

“Executive Engineer (South)-IV, DJB shall take note of Commission’s observation and direction in para 3.2 of this hearing order for compliance and submit a fresh report and a conclusive report (in duplicate) by 20/3/2014 and by the next hearing, respectively.

The next hearing in this case is fixed for 30th April, 2014 at 2.30 P.M."

3.2 During the hearing on 30/4/2014, Sh. S. Hasan, ZE(S), DJB submitted a status report dated 30/4/2014 on behalf of the Executive Engineer (South)-IV, DJB, informing that DJB filed staff has disconnected 4 damaged water connections. It is further informed that SDMC has recently constructed RMC road at Okhla industrial area Phase-I. Therefore, DJB is facing problem in digging to trace the fault, however, after disconnecting above said damaged water connections and due to persistent efforts of DJB staff, level of water contamination has reduced considerably. Affected portion has been isolated, but further two months time shall be required to sort out this problem.

3.3 Complainant's representative admits that there has been some improvement in the situation and he is satisfied with DJB officer's efforts.

4. Directions of the PGC

In view of the report submitted by the Executive Engineer (South)-IV, DJB along with an assurance that more efforts would be made for sorting out the problem completely and complainant's admission about their efforts bearing results, **Commission decides to close this grievance case in the Public Grievances Commission**, with directions to the Executive Engineer to continue his efforts, so as to redress the grievance completely within two months, as reported by him.

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P.K. Tripathi
(P. K. TRIPATHI)
CHAIRMAN (PGC)

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2/5/14

- 1 Secretary / Nodal Officer (PGC), DJB, Govt. of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi
- 2 Executive Engineer (South)-IV, DJB, Govt. of NCT of Delhi, OHT Opposite Govind Puri, Okhla Industrial Area, Phase-II, New Delhi – 110020
- 3 Sh. Anand Aggarwal, H. No. D-85/2, Okhla Industrial Area, Phase-I, New Delhi – 110020