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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: 2 April, 2014

Complainant : **Shri Arun Banerjee,**
banerjee6009@gmail.com

Respondent : **Secretary,**
Public Works Department,
Govt. of NCT of Delhi,
Delhi Secretariat, I. P. Estate,
New Delhi – 110113

Grievance No. : PGC/2014/PWD/66
Grievance filed on : 6/ 1/ 2014
First hearing in the PGC, : 25/ 2/ 2013
Scheduled on

1. Brief facts of the complaint

Shri Arun Banerjee filed a complaint in PGC on 6/1/2014 stating that the Palam Dabri Road was strengthened and repaired at the expense of public exchequer for more than Rs. 3 crores, just 3 months back and it has been cut, which was reported to the PWD on 18/10/2013 for taking suitable action, if the road cutting was done without their permission. He cites the location as few yards away from SBI Bank towards Vijay Enclave. He is aggrieved that as a result of PWD's inaction, the menace of illegal road cutting has gone up from 2 to 5 by 14 November, 2013.

2. Proceedings in the Public Grievances Commission

The PGC has so far convened two hearings on 25 February, 2014 and 2 April, 2014. At the hearing on 2/4/2014, the attendance was as follows :

Complainant : Present

Respondent : Sh. B. R. Aggarwal, AE, PWD

3. Relevant facts emerging during the hearing

3.1 At the last hearing held on 25/2/2014, the directions of PGC were as follows:

"Executive Engineer (SW)-IV, DJB shall take note of Commission's observations in para 3.2 of this hearing order and submit a report (in duplicate), on the status of the newly

sanctioned water connections, which have resulted into the instant complaint, in the next hearing. If any of such connections are illegitimate, he shall take lawful action for their disconnection, mentioning the same in his report.

The next hearing in this case is fixed for 2nd April, 2014 at 2.30 P.M."

3.2 During the hearing on 2/4/2014, Sh. B. R. Aggarwal, AE, PWD was present, but no officer from DJB attended the hearing, while Executive Engineer (SW)-IV, DJB was specifically directed to submit a report. **Secretary, DJB shall take note of the absence of DJB's representative in this hearing and ensure that such instances do not recur.**

3.3 Complainant, who was not present during the last hearing, however, informs that the water supply to this area, which lies in Dwarka, falls under the jurisdiction of DDA. He submits that the main water supply line, starting from Madhu Vihar Booster Station goes along the Road No. 201 before turning along Palam Dabri Road and then turning across the Palam Dabri Road to reach Pocket-6 to 9 of Sector-1A. He further informs that on both sides of the Palam Dabri Road, there are unauthorized multi-storied constructions forming Mahavir Enclave, the residents of which are involved in illegal and unauthorized tapping of the main water supply line of DDA, resulting into scarcity of water for the legitimate residents and water consumers of Dwarka. He requests that DJB or DDA should be directed to take necessary action, so that the legitimate residents of Pocket-6 to 9 of Sector-1A of its Dwarka Colony are not deprived of their rightfully due supply of water.

3.4 Commission understands that the entire Dwarka area is facing a problem of scarcity of water and in the given circumstances, it would not be practically logical for the Commission to issue any directions to DJB in this regard. However, Commission observes that DDA should take some action for regulating the alleged illegal tapping of the main water pipeline, so as to ensure that the legitimate residents of Pocket-6 to 9 of Sector-1A, Dwarka do not have to suffer at the hands of the unauthorized colony residents of Mahavir Enclave, for no fault of theirs.

4. Directions of the PGC

4.1 Secretary, DJB shall take note of Commission's directions in para 3.2 of this hearing order for compliance. He shall depute a senior officer to attend the next hearing in PGC along with an action taken report (**in duplicate**) in this regard.

4.2 Sh. S. P. Singh, Chief Engineer (Dwarka Zone), DDA, is requested to take note of Commission's observations in para 3.3 of this hearing order for necessary action and to

submit an Action Taken Report (in duplicate) before the Commission in the next hearing, through his representative.

The next hearing in this case is fixed for **22nd May, 2014 at 2.30 P.M.**

P.K. Tripathi

(P. K. TRIPATHI)
CHAIRMAN (PGC)

Copy to: 1096

2/4/14

- 1 Secretary / Nodal Officer (PGC), DJB, Govt. of NCT of Delhi, Varunalaya Phase-II, Karol Bagh, New Delhi.
- 2 Sh. S. P. Singh, Chief Engineer (Dwarka Zone), DDA, Dwarka Site Office, Manglapuri, New Delhi
- 3 Sh. K. R. Bhandaria, Executive Engineer (M-141), PWD, Government of NCT of Delhi, Sector-9, Dwarka, New Delhi
- 4 Executive Engineer (SW)-IV, DJB, Government of NCT of Delhi, Room No. 66, DDA Office Complex, Central Nursery, Sector -5 Dwarka, New Delhi-110045
- 5 Shri Arun Banerjee, banerjee6009@gmail.com



EE(SW)-I, J Puri-25547658

PWD/66
22/5/14

F. No. PGC/2014/PWD/66

PUBLIC GRIEVANCES' COMMISSION
(COMPLAINT BRANCH)
M-BLOCK, VIKAS BHAWAN, I. P. ESTATE, NEW DELHI-110110

1.	Complaint's ID No.	14C/19/11/13/5559
2.	Complaint is at page	4c to 2/c
3.	Date of the complaint	06-01-2014
4.	Name of the Complainant	Arun Banerjee
5.	Father's Name of the Complainant	
6.	Residential Address	Email- (banerjee6009@gmail.com)
7.	Phone / Mobile No., (if given)	9868227877
8.	Date of receipt of Complaint	06-01-2014
9.	Date of 1 st Hearing Fixed	25-02-2014
10.	Name of the respondent Department	PWD

As directed the above case is registered. As per direction of the Chairman/Member concerned fair Notice for hearing is placed for approval and signature please.

Office Superintendent Bhawanee
15.1.14

Mishra
15/01/2014
Dealing Assistant
Date:

Deputy Secretary (Gr.)

g/s (Gr)

Bhawanee
15/1/14

Draft letter is added for approval Re.

D.S. - R. Hemant J.

g/s (Gr)
17.1.14
05/01/14

O.S. should ensure that background / cause for any action proposed is mentioned in the note. In the instant case, hearing order endorsed to R.E., DJB, Sd-IV has been ~~not~~ recd.

2/14

back undelivered, but it doesn't need to be dispatched back to another officer, in light of the directions to secretary, DSB, in para 3-2 of the order dtd. 04.04.14, who shall take care that the needful is done at DSB's end. Moreover, the issue at hand was found to be directly related to DDA and C.R. concerned has been directed accordingly in the order itself. So, no action reqd.


21.04.14

O.S. (Gur) 
21.04.14

D.S. Sh. Hemant ji


24.04.14

O.S. (Gur) 
30.4.14
Sh. Jha