

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 30.7.1998

Date of hearing: 20.3.2018

Complainant : Sh. S. K. Sharma
Respondent : **Principal Secretary,**
Public Works Department,
Govt. of NCT of Delhi,
Delhi Secretariat, I. P. Estate,
New Delhi – 110113

Grievance No. : PGC/2016/PWD/23

Grievance filed on : 8/ 12/ 2016

First hearing in the PGC, : 16/ 1/ 2017

Scheduled on

1. Brief facts of the complaint

Sh. S. K. Sharma filed a complaint in PGC on 8/12/2016 regarding water logging in Block B-5, B-1, C-9 and C-1, Yamuna Vihar, Delhi.

2. Proceedings in the Public Grievances Commission

The PGC convened its first hearing on 16th January, 2017, 8.5.17, 7.6.17, 18.7.2017, 30.8.2017, 11.10.2017, 8.11.2017, 6.12.2017, 3.1.2018 20.2.2018 and 20.3.2018 latest on and the following were present :

Complainant : Present

Respondent : Sh.DeepakShinde,Dy. Commissioner, Shahdra North
Zone, EDMC

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 30.7.1998

Sh. Pratap Singh,EE

Sh. Prem Chand, AE, EDMC

Sh. Krishan Avtar AE (PWD)

An ATR has been filed by Dy. Commissioner, Shahdra North Zone, EDMC stating therein that:-

“Accordingly , Sanitary Inspectors of Ward No. 256 and 257 have initiated drainage clean up.....further sanitation Inspectors also conducted special drive against illegal dairies in the area in which 30 numbers of dairies were issued NGT challans and imposed penalty Rs. 10,000/- each. Dy. Director (VS) also conducted an inspection and made 12 number of prosecutions. Further SDM/Seelampur was requested to take necessary action against illegal bore-well in these dairies.

During the inspection, it was also found that drains of PWD road were choked and silt were not removed from long time. It was necessary on the part of PWD to undertake de-silting of choked drains on priority.”

The representative of PWD is present and has not given any ATR. However, the Asstt. Engineer PWD present in the hearing has stated that the estimate for the larger pipeline as assured by the Chief Engineer has been prepared and it will reach in the office of the Chief Engineer in a day or two. As advised by the Commission he and E.E. would pursue the matter with the Chief Engineer personally.

The Commission is surprised that after Sh. Umesh Mishra, Chief Engineer had attended the hearing on 3.1.2018 nearly about 3 months has passed and still the estimate has not reached in the office of the Chief Engineer. The Commission advises the Chief Engineer to take a note of delay for the process and ensure that the matter moves quickly.

The complainant Sh. S. K. Sharma has certain suggestions regarding laying of pipeline. He is advised to make a note and hand it over personally to Chief Engineer Sh. Umesh Mishra with a copy to the Commission. Sh. Umesh Mishra, Chief Engineer is advised to consider these suggestions also before finalizing the estimates. The complainant is also advised to ensure that note reaches in the office of the Chief Engineer within next 2 days positively.

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 30.7.1998

As far as de-silting of drain is concerned the work is not started yet. The E.E. present in today's hearing has assured that it will be taken up quickly. As regards the work of drain in the unauthorized colony, the complainant has already approached the local MLA, who has written to Municipal Engineer that he would be able to make commitment only after the estimate is prepared. E.E. Shahdra North Zone who is present in the hearing is advised to prepare a gross estimate of the work so that local MLA would be able to decide whether he is in a position to spare adequate funds for this work or not.

Sh. Deepak Shinde, Dy. Commissioner, Shahdra North Zone, EDMC has confirmed with ATR that their sanitary workers are on the job of cleaning the drains and are issuing the challans and imposing the penalty. They have conducted special drive against illegal dairies in the area in which 30 numbers of dairies were issued challans and imposed penalty. Similarly they have written to SDM, Seelampur to close down the illegal bore-wells of dairy owners who are causing nuisance of washing the cow dung in the drains. Dy. Commissioner, is advised to keep the local police informed so that beat staff will keep a watch on illegal bore-wells.

SDM, Seelampur is advised to take prompt action of closing down the illegal bore-wells. Once the bore-wells are closed then the problem of washing cow dung be stopped.

All the officials concerned are advised to follow up their responsibility as per the advice on priority. With the expectation that they would be performing their tasks perfectly well, **the Commission has decided to close this matter in PGC.** At the same time it is mentioned that if the grievance of the complainant is not resolved in the next 2 months' time the matter would be re-opened in the Commission so that grievances of the complainant which remained unresolved for the last 20 years will be got redressed ultimately.

3. **Directions of the PGC**

- 1 The Commission advises the Chief Engineer, Sh. Umesh Mishra to take a note of delay for the process and ensure that the matter moves quickly. The Chief

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 30.7.1998

Engineer is advised to consider the suggestions put forward by the complainant also before finalizing the estimates.

- 2 Sh. Deepak Shindey, Dy. Commissioner, Shahdra North Zone, EDMC is advised to keep the local police informed so that beat staff will keep a watch on illegal bore-wells.
- 3 E.E. Shahdra North Zone is advised to prepare a gross estimate of the work so that local MLA would be able to decide whether he is in a position to spare adequate funds for this work or not.
- 4 SDM, Seelampur is advised to take prompt action of closing down the illegal bore-wells. Once the bore-wells be closed the problem of washing cow dung is stopped.
- 5 With the above advises, the commission has decided to close the case.

(N.DILIP KUMAR)
MEMBER (PGC)

Copy to:

- Ms. Renu Sharma, Principal Secretary, PWD, Govt. of NCT of Delhi, Delhi Secretariat, I. P. Estate, New Delhi – 110113
- Deputy Commissioner (Shahdara North Zone), East DMC, Nigam Bhawan, Keshav Chowk, Near Shyam Lal College, Shahdara, Delhi – 110032
- Sh. Umesh Mishra, Chief Engineer, PWD, (East), Maintenance 3rd floor, MS O Building, I. P. Estate, New Delhi – 110113
- Superintending Engineer (Maintenance), Shahdara North Zone, EDMC, Nigam Bhawan, Keshav Chowk, Near Shyam Lal College, Shahdara, Delhi – 110032 .

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 30.7.1998

- Sh. Mukesh Kumar Supdt. Engineering (North-East) CRMD M-213, PWD, Govt. of NCT of Delhi, Shahstri Park, Near IT Park, Delhi-110053
- Sh. K. P. Singh, Executive Engineer, CRMD M-213, PWD, Govt. of NCT of Delhi, Shahstri Park, Near IT Park, Delhi-110053.
- The SDM, Seelampur, GT Road, Seelampur, delhi-110 053
- Sh. S. K. Sharma
- PS to member