

**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:** 16.5.2018

Complainant : Sh. Kundan Singh Rautela

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

Grievance No. : PGC/2016/DJB/154 **(Re-opened)**  
Grievance filed on : 22.11.2016  
First hearing in the PGC, : 26.12.2016  
Scheduled on

**1. Brief facts of the complaint**

Shri Kundan Singh Rautela filed a complaint in PGC on 22/11/2016 regarding sewer blockage in Mangolpuri X-Block, House No.496 throughout the Gali for the last four months.

**2. Proceedings in the Public Grievances Commission**

The case was closed on 26.12.2016 by the Commission as the grievances of the complainant was resolved. However, the complainant has again requested to re-open the case for inaction by the DJB. The latest hearing was held on 16.5.2018 wherein the following were present :

Complainant : Absent.

Respondent : Sh. Himanshu Aggarwal, EE(NW)-I, DJB.

An ATR has been filed by EE(NW)-I, DJB stating therein that “*the work of laying / regarding of sewer line of X-Block, Mangolpuri is under progress. The work is likely to be completed within 02 months.*”

As per the ATR, the Department has made a commitment that within the next two months, sewer line work is likely to be completed.

The complainant is not present in the hearing today in the Commission.

**3. Directions of the PGC**

In view of the above, the case of the complainant is closed in PGC with the advice that in case, it is not being taken up seriously by the Department, the complainant may approach the Commission again after two months.

**(N. DILIP KUMAR)  
MEMBER (PGC)**

**Copy to:**

- Chief Executive Officer, Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase- II, Karol Bagh, New Delhi
- Director (F&A)/Nodal Officer (PGC), Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi.
- Sh. Kundan Singh Rautela,
- 4. PS to Member.