

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 : 7.2.2018

Complainant : Sh. Brahma Nand
R/o Plot No. 22, Khasra No. 26/01/02
Opposite Ambedkar Chopal
(Inder Enclave)Village Mubarak Pur, Dabas
Delhi-110 081

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

Grievance No. : PGC/2017/DJB/34
Grievance filed on : 12.12.2017
First hearing in the PGC, : 7.2.2018
Scheduled on

1. Brief facts of the complaint

Sh. Brahma Nand filed a complaint in PGC on 12.12.2017 regarding re-installation of ~~my~~^{his} legal authorized water connection near Ambedkar Choupal Village Mubark Dabas, Delhi.

2. Proceedings in the Public Grievances Commission

The PGC has convened his first hearing on 7.2.2018 the following were present:

Complainant : Present

Respondent : Sh. Himanshu Aggarwal, EE DJB
Sh. N.K.Sharma, AE DJB
Sh. K.C. Mulhall, Vigilance

An ATR has been filed by EE (NW)-1DJB stating therein that:-

"It is to submit that complainant is resident of F-Block Inder Enclave-II an u/a colony of Kirari constituency.

Previously water pipe line was not available in F-Block Inder Enclave-II and complainant had taken water connection from the main water line of Mubarakpur village at Mubarakpur road which is far away from his residence, now water line has been laid in front of his house in said colony which is approx. 2 mtr. From his residence, site has been visited by JE concerned and it is found that water connection in his premises is already installed from the water line of the colony in front of his house and water is available in his house. Complainant is adamant to take water connection from main water line of Mubarakpur village which is far away from his residence, he has been apprised that water connection of the premises can be given only from the water line of the colony itself, if water line of the colony exists."

The issue of the complainant is that since the year 2004, he had been getting the water from the main supply line after completion of certain formalities with the Delhi Jal Board. However, in the recent past, DJB has laid down a new pipe line for supply of water to this unauthorized colony which was not having any water supply scheme earlier. The Executive Engineer present during the hearing has explained that in view of the fact that a new scheme has been implemented by DJB, the complainant is bound to draw water only from the Scheme and not from the main water line any longer. He has already clarified that apart from the complainant, there are another 20 -25 people who were also drawing water similarly from the main water pipeline in the past and now their houses have been connected to the new project.

The complainant's grievance is that all these years, there was continuous water supply for his house whereas with the implementation of the new scheme they are getting water only once in three days. The Executive Engineer has explained that this is a fact and is true for all the residents of the colony including those 25 others whose water supply from the main water pipeline was also disconnected.

On the face of it, it appears that there is some injustice caused to the complainant and the others since they have completed due formalities with the DJB before their houses were connected to the distant main supply line and they were getting water uninterrupted all these years. The Executive Engineer has explained the issue that the villagers were given the water supply from the main line only on alternate days and they had been objecting to the complainant and others drawing water directly from the main line on a daily basis. Therefore, continuance of the water supply from the main line to the complainant is not possible any longer after the new line has been laid. Firstly, because the investment in the new scheme has been made by DJB for the benefit of all the residents of this colony and secondly, because the villagers are also agitating for the direct supply from the main line to the complainant and others.

3. Directions of the PGC

Under the above circumstances, since the DJB officials are acting under rules, the Commission would not like to interfere in the matter.

At this stage, the complainant has stated that some people are still having connection with the main supply line.

If it is true, the Executive Engineer, DJB, is advised to look into this aspect to ensure that uniform policy is implemented for everybody.

In view of the above observations, the Commission closes the case of the complainant in PGC.

o/c
N. Dilip Kumar
(N. DILIP KUMAR)
MEMBER (PGC)

Copy to: *31668-671*

12-2-18

1. **Chief Executive Officer**, Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Karol Bagh, New Delhi
- 2 Director (F&A)/Nodal Officer (PGC), Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi.
- 3 Sh. Brahma Nand, R/o Plot No. 22, Khasra No. 26/01/02, Opposite Ambedkar Chopal (Inder Enclave)Village Mubarak Pur, Dabas, Delhi-110 081.
4. PS to Member