

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110
Tel Nos. 011-23379900-01 Fax No.011-23370903

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

Grievance No. PGC/2011/DJB/202

Date of hearing: 09th October,2018

Complainant : Shri S. K. Maheshwari, Present.

Respondent : Chief Executive Officer, DJB
Through Sh. Hargyan Singh, Z.E,
Present.

Managing Director, DSIIDC
Through Sh. A.K. Jain, S.E., Present

Commissioner, EDMC
Through Sh. P.N. Singh, JE, Present.

Shri Ashok Kr. Meena, TI/Vivek Vihar.

ASI Vinod Kumar, PS Madhu Vihar.

1. Brief facts of the case

1.1 Shri S. K. Maheshwari filed a complaint in PGC on 13/7/2011 on behalf of Patparganj FIE Entrepreneurs Association (Regd.), according to which there is no supply of drinking water in this industrial area since 3/3/2009 as the Delhi Jal Board has disconnected the supply to this area for non-payment of the unjustified and manipulated bill raised to DSIIDC, against which they have raised the issue with the Commissioner of Industries and other concerned authorities. Further, there is no sewer line in this industrial area. He has enclosed a number of letters written to the Hon'ble PM, Hon'ble Lt. Governor of Delhi, Hon'ble Chief Minister of Delhi and other authorities regarding the same.

1.2 The Commission held several hearings in this case starting from 05.9.2011.

2. Facts emerged during the proceedings.

2.1 No ATR has been filed by the DSIIDC/DJB and EDMC.

2.2 The complainant stated that the Hon'ble National Green Tribunal has started sealing borewells in the Patparganj Industrial Area. So far notices for sealing in respect of 50 borewells has been received. As requested to DJB and DSIIDC and despite constant following up and voluntarily offering assistance with regard to supplying of potable water to the Industrial Area, nothing concrete has been done and the water problem has aggravated with the time. Water tankers provided by the DJB were found to be irregular and not sufficient to cope up with the water demand in the area. Even the payments were made to DJB with the contribution of entrepreneurs, however, water supply being supplied to the area is found to be insufficient, unhygienic and not fit for consumption as the pipelines are very old and rusted with the time. He further stated that DJB has not taken steps to rectify the problem or laying of new water pipelines nor any action taken by DSIIDC being the land owning agency. He had requested for a bare minimum supply of water in the area but that was not taken care of by either by DSIIDC or DJB.

2.3 The complainant further stated that despite entrepreneurs association volunteering to lay new water pipe lines in the area at their own expenses for which they needed permission from DSIIDC, DSIIDC has not accorded them permission due to disagreement with the Entrepreneurs Association on technical reasons for laying the pipelines despite assurance given on the last date of hearing. The Entrepreneurs Association still open to the proposal for laying of three separate pipelines in this area at their own expenses, however, due to proper permission not given by the DSIIDC, the proposal is still in limbo.

2.4 The Z.E, DJB stated that DSIIDC being the land owning agency should provide water to the area. However, S.E., DJB insisted that it is the DJB who has to take the onus of providing water being the concerned agency.

2.5 It is further stated by the complainant that no action has been taken by the concerned agencies for disposal of solid waste in the Industrial Area. Garbage is being collected from the Dhalao only and the sanitation is being maintained in a particular area and not in other parts of the Industrial Area. The Entrepreneurs Association has deployed their own sweepers to clean the area and disposal of solid waste in the Dhalao. The complainant has proved his stand by way of photographs in this regard.

2.6 The complainant is, however, satisfied with the action taken/being taken by the police against improper parked vehicles in the Industrial Area. An ATR in this regard has been filed by TI/Vivek Vihar stating that *“Traffic Police staff has been conducting special and regular drives in Patparganj Industrial Area and its surrounding areas. During these drives, total 74 vehicles have been prosecuted on the spot for the violation of improper parking. Total 46 notices were issued against improper parking at the PPG Industrial Area. Besides this, 06 vehicles were towed away with the help of crane. However, joint drives with EDMC have also been conducted by traffic staff for improvement of situation in the area.”*

2.7 S.E, DSIIDC informed that complete action has been taken for cleaning of sewage/drainage, de-silting etc. and assured that further monitoring and effective remedial measures will be taken periodically to keep the drains clean. He admitted that only issue of the complainant which remains to be resolved is regarding supply of potable water to the Industrial Area for which regular efforts are being made to redress the grievances despite limitations.

2.8 S.E, DSIIDC, also informed that encroachments have been removed from the area. However, further encroachment, if any, is being taken care of by regular monitoring and taking effective measures.

2.9 Shri P.N. Singh, Junior Engineer, EDMC has not brought any ATR nor was able to apprise the Commission about the action taken by EDMC relating to sanitation in the Patparganj Industrial Area. He was totally blank and was not aware of the facts being discussed in the Commission. He gave a vague reply that he is from the

Maintenance/Works Department and the representative of the Sanitation Wing could not come due to ongoing strike of sanitation workers in the area. It is very disappointing to see that a representative who is not connected with the matter and is from a different department and was also not properly briefed was deputed to attend the hearing in the Commission who could not provide any contribution except marking his presence in the Commission. This is not appreciated by the Commission. It must be ensured that a senior and responsible officer, well conversant with the facts of the case and properly briefed along with relevant documents should be deputed in the hearings of the Commission in future.

2.10 With no relief in sight either from DSIIDC, Delhi Jal Board or EDMC despite following up the case since September, 2011 in the Commission for supply of potable water/sanitation services to Patparganj Industrial area and also volunteering to cope with the situation with their own resources subject to necessary clearances/permission by the Department concerned, the complainant has requested to close the case in the Commission as he wish to pursue the matter in the Hon'ble Delhi High Court as the concerned Departments have not taken enough initiative to redress the basic grievance of providing potable water.

2.11 The Commission also tends to agree with the views of the complainant as the main role of the municipal bodies is to provide basic amenities of civic life. Services such as water supply, sanitation, collection and disposal of solid waste etc. has long been seen as the functions of the municipal bodies.

2.12 The Patparganj Industrial Area has been grappling with inadequate water supply and sanitation issues for quite long. The Departments failed to deliver/improve water supply/improve amenities in the area which has compounded the woes of the residents. Residents have to depend on water tankers to meet their day to day needs. Living in the area has become a challenge.

2.13 Despite the fact that there is a dire need to formulate plans to supply water etc. in this area, the concerned departments have not been upto the mark. Concerned

departments have also not explored the possibility to engage with active entrepreneur association to improve the situation. Apart from this, low budgetary allocations to take care of basic amenities in the Industrial Areas has compounded the problem.

2.14 It would not be out of place to mention that the Entrepreneurs Association has taken enough initiatives and efforts with their own resources, in maintaining sanitation, parks, uninterrupted supply of water, greenery in the area etc. due to lack of cooperation and initiative by the Departments to redress the problems of providing basic amenities in the area. The Commission has no hesitation in appreciating the commendable role and initiatives taken by the Entrepreneurs Association on their own from time to time in this regard.

3. Directions

3.1 In view of the above observations and complainant's willingness to close the case in the Commission, as he wish to pursue the case in the Hon'ble Delhi High Court due the non-redressal of his grievances relating to supply water supply/sanitation by Delhi Jal Board, DSIIDC and EDMC, the case is closed in the Commission. However, Delhi Jal Board, DSIIDC and EDMC are directed to make continuous efforts to look into the grievances of the complainant and take prompt effective measures for its redressal.

**(MRS. MADHU SHARAN)
MEMBER(PGC)**

Copy to:

1. The Chief Secretary,GNCT of Delhi, Delhi Secretariat, I.P. Estate, New Delhi, for information.
2. Secretary, PWD, Govt. of NCT of Delhi, Delhi Secretariat, I. P. Estate, New Delhi – 110113.
2. The CEO, DJB, Govt. of NCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi.
3. The Managing Director, DSIIDC, Govt. of NCT of Delhi, N-36, Bombay Life Building, Connaught Circus, New Delhi – 110001

4. The Commissioner, EDMC, 419, Udyog Sadan, Patparganj Industrial Area, Delhi – 110092.
5. Sh. A.K. Singh, Chairman, Delhi Pollution Control Committee, GNCT of Delhi, 5th Floor, ISBT Building, Kashmere Gate, Delhi.
6. Engineer-in-Chief, PWD, Govt. of NCT of Delhi, MSO Building, I. P. Estate, New Delhi – 110002
7. Shri B.M. Mishra, Deputy Commissioner (Shahdara South Zone), EDMC, Near Karkardooma Courts, Shahdara, Delhi.
8. Superintendent Engineer (M-211), PWD, Govt. of NCT of Delhi, Eastern Approach Road, Nizamuddin Second Bridge, NH-24, Delhi.
9. Sh. Ajay Mittal, Chief Engineer, DSIIIDC, Govt. of NCT of Delhi, N-36, Bombay Life Building, Connaught Circus, New Delhi – 110001
10. Sanitation Superintendent, Shahdara South, EDMC, Near Karkardooma Courts, Shahdara, Delhi.
11. Deputy Commissioner of Police (East District), Delhi Police, Near Max Hospital, I. P. Extension, Patparganj (Mandawali Fazalpur), Delhi – 110092.
12. Shri S. K. Maheshwari.