

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/2019/A.II/DJB/01

Date of hearing: 05.03.2019

Complainant : Ms. Chandrakali Devi.
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh. Rakesh Kumar, ZE, West-II
Sh. Sunil Yadav, JE(West) – Present.

1. Brief facts of the case

1.1 Ms. Chandrakali Devi filed a complaint in PGC regarding harassment meted out to her by the Delhi Jal Board and she is not being provided Water Tanker at regular intervals as a result of which she is facing great difficulty.

2. Facts emerged during the proceedings.

2.1 An ATR has been filed on behalf of Executive Engineer (West) –II of the respondent stating that a tanker point has been fixed for every Wednesday. The water tanker No.DL 1LW 0134 will supply the water.

2.2 The complainant was not present during the proceedings in the Commission nor any intimation received from her in this regard. However, she was telephonically contacted by the Commission and was intimated about the action taken by the Delhi Jal Board. She also informed that she has been assured by the Delhi Jal Board that a water tanker will supply the water on every Wednesday. She requested to close the case.

3. Directions:

3.1 In view of the action taken by the Executive Engineer (West-II), DJB, the case of the Complainant is disposed in the Commission with the advise to Z.E.,(West) II, DJB, to provide one fixed water tanker every week to the complainant and also that in the absence of supply of fixed water tanker, the complainant is allowed to get water from other water tankers at the nearest point conveniently.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2019/A.II/DJB/01

Date:

Copy to:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
2. The Executive Engineer (West)-II, Delhi Jal Board, Govt.of NCT of Delhi, D-Block, Moti Nagar, New Delhi-110015.
3. Ms. Chandrakali Devi.