

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

Date of hearing: 28.08.2019

Complainant : Shri Govind Mawari - Present.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD.
Through Sh. Avnish Sharma,
Z.E./E.S(East)-I,
Sh. Manish Sharma
JE O/o. EE(East)-I) – Present.

Grievance No. : PGC/2019/A.II/DJB/06/

1. Brief facts of the case

1.1 Shri Govind Mawari, the complainant has filed a grievance petition before Public Grievances Commission, aggrieved by supply of dirty and contaminated water by Delhi Jal Board in House No.335/8, 3rd Floor, Lalita Park, Laxmi Nagar, New Delhi-110092. He requested the Commission's intervention in the matter and direction to Delhi Jal Board to take the needful action promptly.

2. Facts emerged during the proceedings

2.1 Shri Avnish Sharma, Zonal Engineer(V) East-I filed a report. The same has been taken on record. It states that the damaged water line causing contamination has been replaced with new water line and as a result the problem of contaminated water supply has been resolved. It further states that the complainant is fully satisfied with action taken by Delhi Jal Board.

2.2 The complainant is present and confirmed that with prompt action of Delhi Jal Board, in identifying the problem and taking correctional measures with regard to improvement in water supply, now water being supplied by Delhi Jal Board for the past one month is of good quality and he has no complaint in this regard.

2.3 The Commission is of the view that providing basic services like supply of good quality of water to the citizens is the primary responsibility of the civic agency. Though due action has been taken by the respondent department for redressal of the grievance of the complainant with regard to supply of good quality water by replacing the damaged water lines, corrective measures should have been taken much earlier when the complainant made the first complaint way back in May, 2018. For inaction on the part of the complaint, the complainant had to file numerous complaints, numbering eight (08) and had to wait for approx one and a half year and was compelled to approach the Commission for redressal of the grievance of urgent nature.

3. Directions

3.1 The Chief Executive Officer, Delhi Jal Board is requested to ensure that exercises be regularly undertaken to identify such problems at initial stages so that problem of contaminated water does not arise or can be dealt with more effectively, timely and good quality water is provided to the consumers.

3.2 With the above observations, the instant case stands closed in the Commission.

(SUDHIR YADAV)
MEMBER(PGC)

No. No. PGC/2019/A.II/DJB/06/

Dated:

Copy to:

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. Chief Engineer(East), Delhi Jal Board, First Floor, Varunalaya, Phase-II, Jhandewalan, Karol Bagh, New Delhi.
4. Superintending Engineer(East), O/o. S.E.(East), Delhi Jal Board, Chitra Vihar U.G.R., Delhi-110092.
5. Shri Govind Mawari.