

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
Website : www.pgc.delhigovt.nic.in E-mail :pgcdelhi@nic.in

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

Date of hearing: 28.8.2019

Complainant : Ms. Promila Sharma.

Respondent : Chief Executive Officer,
Delhi Jal Board,
Govt. of NCT of Delhi,
Shri V.P. Sharma,
Zonal Engineer/West-III – Present.

Grievance No. : PGC/2019/A.II/DJB/22

1. Brief facts of the case.

1.1 Ms. Promila Sharma, complainant has filed a grievance petition before Public Grievances Commission, aggrieved by insufficient water supply due to low water pressure in C-Block, Om Vihar, Uttam Nagar. The complainant has requested intervention of the Commission in the matter for directions to Delhi Jal Board to take needful action promptly.

2. Facts emerged during the proceedings

2.1 Shri V.P. Sharma, Zonal Engineer/West-III representing the respondent department is present and filed a report which has been taken on record. It states that there is problem of water shortage at the tail end of supply network in C-Block, Om Vihar, Uttam Nagar including house No.C-05. Considering the water shortage, it has been decided to lay a dedicated water line for augmenting water supply in C & D Block at Uttam Nagar. It further states that work order for laying water lines in C&D Block, Om Vihar, Uttam Nagar have been awarded vide W.O.No.39(2019-20) dated 20.8.2019 and the work shall start soon. With

proposed new water line, problem of water shortage in C&D Block shall be resolved.

In the meanwhile, water tankers are being deployed to supply water in the affected area of C Block, free of cost, as and when demanded by the consumers.

2.2 The complainant is not present.

3. Directions

3.1 Considering the fact that due action has been taken by the respondent department by awarding the work of laying water lines in C &D Block, Om Vihar, Uttam Nagar, which shall commence soon, the Commission believes that shortage of water supply in the said area will be taken care of to the satisfaction of the complainant & other residents by the respondent department. Hence, the case of the complainant stands closed in the Commission.

(SUDHIR YADAV)
MEMBER(PGC)

PGC/2019/A.II/DJB/22

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. Ms. Promila Sharma.