

**PUBLIC GRIEVANCES COMMISSION**  
(Govt. of NCT of Delhi)  
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110  
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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: 04<sup>th</sup> Sept., 2019

Complainant : Sh. P.C.Singhal  
Respondent : Deputy Commissioner, South  
Zone, SDMC  
Grievance No. : PGC/2019/MCD/11

**1. Brief facts of the complaint**

Shri P.C. Singhal has filed a grievance in PGC regarding lowering of level of back lane from C-95 to C-123, G.K.-I, New Delhi due to which water enters the houses during rainy season and non action by officers of South Zone, SDMC. Rain water drainage system in whole of G.K.-I was made substandard and still incomplete. Rain water drain around Gurudwara G.K.I is lying nonfunctional and made at wrong place. RMC work done in various back lanes in various blocks is at higher level than floor level of most of the houses.

**2. Proceedings in the Public Grievances Commission**

The PGC has convened five hearings in the matter so far and in the hearing held on 04.09.2019, the following are present:

Complainant : Present  
Respondent : Sh. Abhay Kumar, AE(M)  
Sh. D. K. Gupta, ZE/DJB  
Sh. Avinash Kumar, JE(Pr.-I)

**3. Relevant facts that emerged during the hearing**

3.1 Sh. Avinash Kumar, JE(Pr.-I), South Zone is present in the hearing and submitted a Status Report stating that

“the matter has been apprised to the Competent Authority for the allocation of budget for this work. It is in turn informed that the budget for this work shall be made available on priority as soon as it is disbursed as per availability.”

3.2 Sh. Abhay Kumar, AE(M)-II, South Zone is present in the hearing and submitted that the budget amounting to Rs. 1,73,800/ for the work in backlane has not been allocated due to which the work is still pending. As soon as the allocation of budget is made from the Head Quarter, the work will be taken up.

3.3 Sh. D. K. Gupta, Zonal Engineer, Delhi Jal Board is present in the hearing and submitted a Status Report stating that

“the site has been inspected by the department and it is observed that storm water drainage system does not exist in the back lane of the complainant’s houses and storm water drain exists in front lane has been highly encroached. The storm water drain pipes opening in back lane are mostly connected to DJB’s sewerage system. DJB’s sewer network is not designed to carry the extra discharge of storm water specifically during heavy rains and therefore, complaints of back flow either during rains or just after rains are reported, especially for the houses where plinth level is either at road level or below. It is pertinent to mention that DJB’s sewerage is running properly in this locality.

The solution of this problem will be achieved if there is properly laid storm water drain having proper outfall exist. SDMC may be directed to lay storm water drain in the back lane also and remove the encroachment on the top of storm water drain in front lane. Residents may also be advised to disconnect the storm water waste pipes from DJB’s sewerage system and connect the same with storm water drainage system.”

#### **4. Recommendations of the PGC :**

4.1 Shri D.K.Gupta, Zonal Engineer, Delhi Jal Board is advised to get the proper cleaning done of the sewer line in the area to prevent the backflow of sewer waste.

4.2 Sh. Abhay Kumar, Asstt. Engineer (M), South Zone is advised to explore the possibility of lowering down the back street of the complainant’s

house as soon as funds are made available to him. He should also submit a report about the proposed course of action.

4.3 Sh. Ajay Gautam, Ex. Engineer, Project-I, South DMC is advised to take further necessary action in the matter as soon as funds are allocated for the purpose.

With the above directions in the matter the case stands closed at the level of PGC.

(ASHOK KUMAR)  
CHAIRMAN

No. PGC/2019/MCD/11/

Dated:

Copy to:

1. Shri Vishwendra, Deputy Commissioner (South Zone), SDMC, Green Park, New Delhi - 110016
2. Sh. Ajay Gautam, Ex. Engineer (Project)-I, South Zone, SDMC, Under Bhasham Pitamah Flyover, Sewa Nagar, New Delhi - 110003
3. Sh. Abhay Kumar, Asstt. Engineer (M-II), South Zone, SDMC, Gulmohar Park, New Delhi - 110049.
4. Ex. Engineer (South-III), Delhi Jal Board, A-Block, Greater Kailash-I, BRT Road, New Delhi - 110048
5. Sh. P.C. Singhal