

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: 17.9.2019

Complainant : Sh. Zile Ram- Present

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD

Shri A. Bagchi,
Dy.G.M, Engineers India Limited – Present.

Grievance No. : PGC/2019/A.II/DJB/09

1. Brief facts of the case

1.1 Shri Zile Ram, the complainant, has filed a grievance petition before Public Grievances Commission, aggrieved by non-receipt of compensation in respect of his house No.B-153, Gali No.08, Gokul Pur Village, which was structurally damaged because of interceptor sewer work of DJB carried out by M/s. EIL (M/s. DSCL Co.) on 22.8.2017. Reportedly, M/s. EIL was micro tunnelling below the dwelling units of the complainant due to which his houses got damaged. The complainant further stated that a meeting was conducted by ADM (NE) on 29.08.2017 in which affidavits were filed by Delhi Jal Board / EIL / DSCL to ADM(NE) stating that the damaged houses of the affected persons will be reconstructed within a period of nine months. However, despite a lapse of 18 months, the needful has not been done. He requested for Commission's intervention for direction to the respondent department to take needful action promptly.

1.2 The instant case was listed for hearing on 12.6.2019 wherein it transpired that the complainant before approaching this Commission has filed a Court case in the Hon'ble High Court of Delhi. Since the matter became subjudice and could not be taken up in the Commission as per resolution of the Commission,

the complainant was advised to file a Certificate of Advocate in respect of withdrawal of his case from the Hon'ble High Court of Delhi to proceed in the matter.

1.3 During the hearing held on 17.7.2019, where the complainant was not present, was again advised to file a Certificate of withdrawal of his case from the Hon'ble High Court of Delhi.

1.4 Despite intervention of the Commission to resolve the grievances of the complainant, as requested by him, the complainant did not file the certificate of withdrawal.

2. Facts emerged during the proceedings.

2.1 In today's hearing, Shri A. Bagchi, Dy.GM of M/s. Engineers India Limited, is present. He filed a report which has been taken on record. It states that the matter has been settled at Hon'ble High Court of Delhi on 27.8.2019. He further stated that a cheque bearing No.149123 dated 14.8.2019 drawn on Corporation Bank, B.C Place Branch, New Delhi for Rs.41,78,000/- towards full and final settlement of the claim of the petitioner has been handed over to the complainant, Shri Zile Ram.

2.2 The complainant is present. He confirmed it that the matter has been settled and he has received the amount of compensation. He thanked the Commission for its intervention in the matter for quick disposal of his grievances.

3. Directions :

3.1 As the complainant has received the amount of compensation towards full and final settlement of his claim, the case stands disposed of in the Commission. However, East Delhi Municipal Corporation, Delhi Police and BSES YPL is advised to cooperate with the complainant and ensure that the complainant is not harassed in any manner during construction of his house otherwise Commission would be constrained to recommend strict action against the officers of these organizations, because in a similar case of Shri Deepak Rana, it was noted that the complainant was harassed and had to approach the Commission.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2019/A.II/DJB/09

Date:

Copy to:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
2. Shri A. Bagchi, Dy.G.M, Engineers India Limited, R&D Complex, Sector-16, Gurgaon-122001.
3. The Executive Engineer (ISP), Delhi Jal Board, Govt.of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi-110005.
4. Dy.Commissioner (Shahdara/North), East Delhi Municipal Corporation, Keshav Chowk, Shahdara, Delhi-110032.
5. The Head Customer Care, BSES YPL, Corporate Annexe-1st floor, CBD-III, Aggarwal Fun City Mall Karkardooma, Delhi.
6. SHO, Police Station Gokul Puri, Delhi-110094.
7. Shri Zile Ram.