

**PUBLIC GRIEVANCES COMMISSION**  
(Govt. of NCT of Delhi)  
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110  
Tel. No. 011-23379900, 23379901, 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: 10<sup>th</sup> Dec., 2019

Complainant : Ms. Neelam Tuli,  
Respondent : PWD and I & FC  
Grievance No. : PGC/2018/PWD/04

**1. Brief facts of the case:**

Ms Neelam Tuli has filed a complaint in PGC regarding pathetic condition of sewer, drains and roads in Zaildar Enclave, Uttam Nagar, Delhi. She has requested the PGC to intervene and requested for early disposal of her case regarding waterlogging problems / proper connection of sewer lines etc.

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

The PGC has convened eight hearings in the matter so far and in the hearing held on 10.12.2019, the following are present:

Complainant : Present  
Respondent : Sh. Savraj Singh,  
AE-I/CD-I/I&FC Department

**3. Facts emerged during the proceedings.**

Sh. Savraj Singh, AE-I/CD-I/I&FC Department is present in the hearing and submitted a Status Report stating that  
“Work has been awarded to Sh. Jai Bhagwan vide letter No. F.22(228)/2019-20/AB-CD-I/15025 dated 09.12.19 with stipulated date of start and completion as 14.12.2019 and 11.04.2020. The work will be taken up on priority.”

**4. Directions of the PGC**

Sh. Pradeep M. Naik, Ex. Engineer, CD-I, I & FC is advised to ensure that quality work is done by the contractor. The same should be supervised by the Asstt. Engineer concerned so that it does not turn out to be sub standard. After completion of the work, a report may be submitted to this Commission.

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

(ASHOK KUMAR)  
CHAIRMAN

No.PGC/2018/PWD/04/

Dated:

Copy to:

1. Sh. Pradeep M. Naik, Ex. Engineer, CD-I, Irrigation & Flood control Department, Govt. of NCT of Delhi, Opp. ESI Hospital, Basaidarapur, New Delhi – 110027
2. Ms Neelam tuli