

**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](http://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: 17.12.2019

Complainant : Sh. Manoj Kumar Mandal – Present.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Shri Naresh Kumar,  
Executive Engineer(S-III) – Present.  
Grievance No. : PGC/2019/A.II/DJB/32

**1. Brief facts of the case**

1.1 Shri Manoj Kumar Mandal, the complainant, has filed a grievance petition before Public Grievances Commission, aggrieved by non-supply of water in House No..1209, Gali No.24, Sangam Vihar, New Delhi-110080. He requested for Commission's intervention for direction to the respondent department to take needful action promptly.

**2. Facts emerged during the proceedings.**

2.1 The Executive Engineer(S)-III, Delhi Jal Board is present. He filed a report stating that *"He has again visited the area to assess the requirement of water tanker of the applicant and nearby residents. DJB's water tanker of about 3,000 ltrs. capacity has been deployed to supply drinking water free of cost on fixed points, as per schedule. Water tankers are sent to groups of residents and not to any individual. At present, there is no dispute between complainant and the driver. The staff has been sensitized to remain careful in future.*

Confirmation regarding supply of weekly water tanker log sheets have also been attached duly signed by the receivers, with the report.

2.2 The complainant present expressed his satisfaction over action taken by the respondent department. He has requested to close the case in the Commission.

**3. Directions :**

3.1 In view of the action taken by the respondent department in resolving the grievances of the complainant, as submitted by the Executive Officer(South)-III, Delhi Jal Board, and confirmation from the complainant, the case of the complainant stands disposed in the Commission. The Commission appreciates the efforts put in by the Executive Officer(South)-III and taking prompt action in resolving the grievances of the complainant.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2019/A.II/DJB/32

Date:

Copy to:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
2. Executive Engineer(South)-III, Delhi Jal Board, GNCT of Delhi, A-Block, Greater Kailash-I, New Delhi-110048.
3. Shri Manoj Kumar Mandal.