

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

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

Grievance No. PGC/2018/DJB/44

Date of hearing: 05.12.2018

Complainant : Ms.Anita Gupta, Present.

Respondent : Chief Executive Officer,
Delhi Jal Board,
Govt. of NCT of Delhi
Through Shri S.K. Mandal, Z.E.-III.

1. Brief facts of the case.

1.1. Ms. Anita Gupta filed a complaint on 18.10.2018 in PGC against the Delhi Jal Board stating that she has not been receiving the water supply for quite some time and compelled to take water from the tanker of Delhi Jal Board. She further stated in her complaint that fetching water through this process consumes much of her time. When she again went to fetch water after two-three days, she was denied water by DJB stating that they can not supply water on daily basis and asked her to come after ten days. It is further stated by the complainant that she has school going children and her husband is also sick as a result she is facing great hardship in the absence of water for days together and also Delhi Jal Board refused to give her any satisfactory reply for non-supplying of water. She has requested the Commission to do the needful in this regard.

1.2 Hearings in the case were held on 12.11.2018 and 05.11.2018.

2. Facts emerged during the proceedings

2.1 Shri S.K. Mandal, Z.E.-III on behalf of the respondent department filed an ATR stating that the pocket in which complainant resides is at tail end and this pocket is at high altitude therefore the water supply is not available at the tail end of the area. However, to meet out the requirement of the complainant, a tanker point has been fixed for every Saturday on Water Tanker No.DL1LW 0134.

2.2 The complainant, who is present during the proceedings today in the Commission, requested the Commission in writing to close the case since due action has been taken by Delhi Jal Board in providing her water and that she is getting regular water supply through tankers being provided by the DJB once a week and also she is satisfied with the action taken by the department. She further stated that the DJB official has also assured her regular supply of water in future. However, she has expressed her unpleasantness over the misbehavior and ill-treatment meted out to her by the DJB officials as and when she visited the office of DJB for enquiring about the water tanker.

2.3 The representative of the respondent department who is present during the proceedings in the Commission assured that regular water supply will be provided to her in future and strict disciplinary will also be initiated against the officials who have misbehaved with her and requested the Complainant to give a formal complaint in this regard.

3. Directions

3.1 In view of the action taken by the respondent department and requested by the complainant to close her case as her grievances relating to water supply have been redressed, the case is disposed in the Commission with the advice to the complainant to make a formal complaint against the misbehavior and misconduct on the part of DJB officials so that necessary action can be taken by the competent authority.

(MRS. MADHU SHARAN)
MEMBER(PGC)

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. Executive Engineer (West)-II, Delhi Jal Board, GNCT of Delhi, D-Block, Moti Nagar, New Delhi-110015.
4. Ms. Anita Gupta,