

**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: 07.01.2020

Complainant : Jan Sudhar Samiti,  
Paschim Karawal Nagar(Regd.)  
Shri H.C. Fulara – Present.

Respondent : Chief Executive Officer,  
Delhi Jal Board,  
Govt. of NCT of Delhi,  
Through Shri Mukesh Raghava, A.E.(NE)-II  
Sh.Ranjeet Gupta, JE, NE-II - Present.

Grievance No. : PGC/2019/A.II/DJB/17

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

1.1 Jan Sudhar Samiti Pashchim Karawal Nagar(Regd) has filed a grievance petition before Public Grievances Commission, aggrieved by supply of contaminated/filthy water as well as damaged water pipe lines. They have requested that the same may be repaired at the earliest so that they get clean water and also work of sewer lines should be completed in a time-bound manner. The complainant had sent a representation in this regard jointly signed by many residents to the Chief Executive Officer, Delhi Jal Board in this regard but no action has been taken so far.

**2. Facts emerged during the proceedings**

2.1 An Action Taken Report has been filed by Shri Mukesh Raghava, Asstt. Engineer (NE)-II of the respondent department stating that “A 100 mm dia water line was damaged by EDMC during desilting of nallah and the same was repaired immediately. The cause of complaint has already been removed and informed to Jan Sudhar Samiti, Paschimi Karawal Nagar (Regd.)

*Further, as per directions of the Commission, water samples were tested again on 16.12.2019 and found water fit for drinking purpose. Copy of the test report is also enclosed with the report.”*

2.3 Shri H.C. Fulara/Jan Sudhar Samiti(complainant) expressed satisfaction over action taken by the respondent department in resolving his grievances. He also brought water sample of his own residence, quality of which was found to be satisfactory.

2.4 The Asstt.Engineer assured that the needful action will be taken in future also, as and when reported by the complainant, with regard to supply and quality of water/desilting of nallah etc.

### **3. Directions**

3.1 In view of the action taken by the respondent department with regard to redressal of grievances of the complainant and the complainant also expressing his satisfaction, the case stands disposed in the Commission.

( MRS. MADHU SHARAN )  
MEMBER(PGC)

PGC/2019/A.II/DJB/17

Dated:

#### **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. Sh.K.K. Harit, Executive Engineer(C)Dr-VIII, Delhi Jal Board, GNCT of Delhi, Yamuna Vihar Sewage Treatment Plant (Adjoining Dr. Ambedkar College), Delhi-110094.
4. Sh. Sukhpal Singh Chauhan, Executive Engineer(NE)-II, Delhi Jal Board, R-Pocket, Overhead Tank, Dilshad Garden, Delhi.
5. Jan Sudhar Samiti Paschim Karawal Nagar (Regd.).