

**PUBLIC GRIEVANCES COMMISSION**  
**GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI**  
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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: 07.01.2020

Complainant : Suo Moto

Respondent : Chief Executive Officer,  
Delhi Jal Board,  
Govt. of NCT of Delhi,  
Through Shri O.P. Sharma,  
Assistant Engineer(Project)W-IX – Present.

Grievance No. : PGC/2019/A.II/DJB/18

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

1.1 The present case is taken up suo moto by the Commission with reference to news appeared in Dainik Jagran dated 15.5.2019 regarding non-providing of water connections despite laying of pipe lines and non-connection of sewer lines in the colonies of Najafgarh and Matiala Assembly Constituencies. Further, Delhi Jal Board despite charging the consumers for providing new connections individual water lines have not been connected to the pipe lines of Delhi Jal Board. The consumers have been compelled to connect these lines and installation of meters on their own. Furthermore, after laying the pipelines, roads have not been repaired and as a result the roads have developed potholes and are in a dilapidated condition due to heavy downpour. The individual pipe lines are being connected to main water pipeline of DJB by private contractors who has no technical expertise which is causing further damage to the water pipelines as well as roads. Consequently, the residents of the area are facing great difficulty in the absence of water, sewer and roads.

**2. Facts emerged during the proceedings**

2.1 Shri O.P. Sharma, Asstt.Engineer filed an action taken report on behalf of Executive Engineer (Project) W-IX of the respondent department along with sample survey of satisfactory redressals from 77 residents living at different locations in Nangloi, Uttam Nagar, Vikas Puri, Nafafgarh constituencies etc. taken after road restoration work containing photographs and signatures of house service customers, as directed by the Commission. It is stated further that road restoration work after making House Service Connection and water lines is being monitored regularly by the Consultant appointed by Delhi Jal Board. Further, providing House Service

Connections and restoration of road pits is a continuous process in this PPP project. Efforts are being made to complete House Service Connection as well as road restoration work in a time-bound manner.

2.2 The Commission appreciates the extensive and sincere efforts put in by the Executive Engineer(Project) W-IX and his team for undertaking this survey and collecting data & photographs of the satisfied customers in the above constituencies with regard to road restoration work/house service connections.

### **3. Directions**

3.1 In view of the above, the case stands disposed in the Commission with the advise to the Executive Engineer(Project) W-IX, Delhi Jal Board, to ensure regular monitoring and completion of the project in a time bound manner.

( MRS. MADHU SHARAN )  
MEMBER(PGC)

No. PGC/2019/A.II/DJB/18

#### **Copy to:**

1. The Chief Executive Officer, Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Karol Bagh, New Delhi.
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