

**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: 17.03.2020

Complainant : Sh. Bharat Singh Negi – Present.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Shri Munish Kumar,  
Executive Engineer(SW)-I.

Sh. D.K. Upadhyaya,  
Zonal Engineer(SW)-I - Present.

Grievance No. : PGC/2019/A.II/DJB/42

**1. Brief facts of the case**

1.1 Sh. Bharat Singh Negi has filed a grievance petition before Public Grievances Commission, aggrieved by non-supply of water at RZB-94B, 1<sup>st</sup> Floor, Gali No.12B, Kailash Puri, New Ram Gopal Market, Sadh Nagar, New Delhi, though new water connection is already existing. No water bill has been raised/issued so far. It is stated by the complainant that he got threatening calls accusing him of filing irrelevant complaint. Further, he is struggling for the last six months and none of the DJB officials has bothered to acknowledge his genuine problem. The complainant has requested for Commission's intervention for direction to Delhi Jal Board for taking needful action in the matter.

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

2.1 Shri Munish Kumar, Executive Engineer(SW)-I of the respondent department filed an Action Taken Report stating therein that "*Presently, water is available in this area with sufficient pressure. If there is some obstruction in the ferule/water connection of the consumer, it is to be repaired by the consumer through licensed plumber after depositing road restoration charges with Zonal Revenue Office of DJB. Further, it was decided on 29.01.2020 in PGC that the complainant would take necessary water connection through licensed plumber at his own cost after depositing road restoration charges for which road cutting permission was given to the applicant by concerned Zonal Engineer the same. But no intimation*

*regarding checking the water connection has been received by this office from the complainant. Letter has been sent to complainant through e-mail.”*

2.2 The complainant present thanked the Commission for extending support and prompt redressal of his grievances and stated that he has started getting water at his residence. Further, he stated that the problem has been resolved by his personal intervention and assistance of DJB was not taken. He further stated that the problem occurred due to some mistakes on the part of bulider. He requested for closure of his case in PGC. However, he has suggested that such technical services should be provided on payment basis; whenever any water test is undertaken, repair civil work should also be carried out simultaneously by the DJB official as leaving the mud and debris at the site leads to a lot of complication and inconvenience to the commuters/residents at later stage.

2.3 The Commission notes that Delhi Jal Board needs to relook into its the policy wherein a consumer is responsible for maintenance and repair to his water delivery pipe from the main to consumer's premises including ferrule through a licensed plumber at his own cost, as the consumers pay for the services/consumption of water to the Delhi Jal Board and hence the onus lies on the respondent department, being a service provider, to provide them services including the services which are technical in nature at their own level free of cost. The consumers should not be asked to carry out the exercise of checking of fault in water delivery pipe by themselves and should not charged for that which adds to their hardship by putting unnecessary financial burden on them.

### **3. Directions :**

3.1 The Chief Executive Officer, Delhi Jal Board, is requested to look into the above matter for consideration of suitable change in their policy/guidelines to provide maximum benefits to the consumers.

3.2 With the above observations, the case of the complainant is disposed in PGC.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2019/A.II/DJB/42

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.

2. The Nodal Officer(PGC), Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
3. The Executive Engineer(SW)-I, Delhi Jal Board, GNCT of Delhi, Overhead Tank, Opposite Bharti College, Janakpuri, New Delhi. E mail: [eesw1janakpuri@gmail.com](mailto:eesw1janakpuri@gmail.com)
4. The Zonal Engineer, (SW)-I, Delhi Jal Board, GNCT of Delhi, Overhead Tank, Opposite Bharti College, Janakpuri, New Delhi.
5. Sh.Bharat Singh Negi.