

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
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: 15.07.2020

Complainant : Shri Mohammad Farooq.
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh. Vaibhav Jain, A.E.(C)
O/o. EE(Project) W-I - Present.
Grievance No. : PGC/2020/A.II/DJB/16

1. Brief facts of the case

1.1 Shri Mohammad Farooq, has filed a grievance petition before Public Grievances Commission, regarding irregular/non-supply of water in House No.268/F Second Floor, Kumhar Basti, Hauz Rani, Malviya Nagar, New Delhi. He requested the Commission to direct the Delhi Jal Board to take prompt action in the matter.

2. Facts emerged during the proceedings.

2.1 Shri Vaibhav Jain, A.E. filed an action taken report. It is stated therein that the water supply has been improved by M/s. MNWS Pvt. Ltd., the agency maintaining the area on behalf of DJB. Further, Delhi Jal Board has replaced the old water supply network in the area and has laid a new water supply network. The disconnection of the old water supply network in the area could not be done due to objection from some residents. The water supply will further improve after disconnection of the old network. The disconnection of the old network is being pursued.

2.2 It is further stated that by the complainant's grievance has been resolved and he is getting filtered water through pipeline.

2.3 The Commission appreciates the serious efforts put in by the officers of the DJB and the concerned agency in improving the water supply who also assured that prompt action would be taken for disconnection of old network.

2.4 The complainant is not present to apprise the Commission whether his grievances has been resolved to his satisfaction by the respondent department or not, despite orders dated 23.06.2020 of the Commission.

3. Directions :

3.1 In view of the action taken and submissions made by the Assistant Engineer of Delhi Jal Board, the Commission is of the view that due action has been taken by them in providing water to the complainant and also they are further trying to improve the same in future. Hence, the case stands disposed of in the Commission. The complainant is advised to approach the concerned officer of Delhi Jal Board in case he is still not satisfied with the resolution of his present grievances.

(MRS. MADHU SHARAN)
MEMBER (PGC))

No.PGC/2020/A.II/DJB/16

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
2. Executive Engineer(Project), W-I, Delhi Jal Board, GNCT of Delhi, Phase-I, Room No.511, Karol Bagh, New Delhi-110005.
3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5th floor, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
4. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi.
E mail: ee.blkuru1963@gmail.com
5. Shri Mohammad Farooq.