

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

Date of hearing: 02.09.2020

Complainant : Shri Lalji Yadav – Present.
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh. P.S. Dahya, AE,
Sh. Har Prasad, ZE – Present.
Grievance No. : PGC/2019/A.II/DJB/08

1. Brief facts of the case

1.1 Shri Lalji Yadav has filed a grievance in PGC on 09.4.2019, jointly signed by 205 residents, for supply of insufficient water in E-Block/F-Block, Shahbad Dairy. Supply of water through tankers is also insufficient as the number of trips of water tankers everyday is not sufficient to cater the needs of the residents of the colony. The residents of the area have been compelled to drink water from hand pump as a result of which they have become prone to water borne diseases. Further, earlier water used to come normally for two months after laying extended pipe lines by the DJB in limited areas but later on water supply was stopped. The complainant requested for laying of new water pipe line so that water is supplied regularly and uninterruptedly in E/F Blocks, Shahbad Dairy.

2. Facts emerged during the proceedings.

2.1 An action taken report has been filed on behalf of the Executive Engineer(NW)-II, Delhi Jal Board. It is stated by the Z.E. and A.E. of the respondent department that the work of water supply line in Shahabad Dairy has almost been completed and water is being supplied through water line and water tanker. Now, no complaints are being received regarding insufficient water and dirty water from the area of Shahabad Dairy.

2.2 The complainant present expressed satisfaction over action taken by the respondent department. He also confirmed that water is being supplied through water lines. Furthermore, he stated that in case of any grievance in future in this regard, he would approach the Commission again. He

requested to close the case. He also thanked the Commission for extending cooperation and expeditious redressal of his grievances.

3. Directions :

3.1 In view of the swift action taken by the officers of the respondent department with regard to supply of water through pipelines in the Shahabad Diary area and, the complainant expressing his satisfaction over action taken by Delhi Jal Board, the case stands disposed of in the Commission.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2019/A.II/DJB/08

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
2. The Executive Engineer (NW)-II, Delhi Jal Board, Govt.of NCT of Delhi, H-Block, Sector-15, Rohini, Delhi-110089.
E mail: eenw2.djb@gmail.com.
3. Shri Lalji Yadav.