

**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: 15.09.2020

Complainant : Smt.Janki Devi

Respondent : The Director,  
Dte.of Social Welfare,  
Govt.of NCT of Delhi.  
Through Ms. Neelam Venkatachalam  
Dy.Director(FAS) – Present.

Grievance No. : PGC/2020/A.II./DSW/07

**1. Brief facts of the case**

1.1 Smt.Janki Devi, has filed a grievance petition before Public Grievances Commission, aggrieved by non-release of financial assistance under “Delhi Family Benefit Scheme”. She has further stated in her complaint that she had applied on 10.07.2019 vide Application No.26060000025424 but she has not received the assistance for the last one year. Further, she received a reply on 30.07.2020 in this regard from Dy.Director(FAS), Dte.of Social Welfare, which was unsatisfactory. She has requested for Commission’s intervention for appropriate directions of the respondent department.

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

2.1 Ms. Neelam Venkatachalam, Dy.Director(FAS) of the respondent department filed an action taken report. It has been stated by her that after approval from the competent authority, payment of Rs.20,000/- (one time assistance under DFBS) has been released into the complainant’s bank account no.xxxx9025 United Bank of India.

2.2 The complainant is not present to confirm whether she has actually received the benefits from the respondent department, as stated by Dy.Director(FAS). She was also not present on the last date of hearing.

2.3 Dy.Director(FAS), DSW, stated that they do not contact the beneficiaries personally. However, the benefits are released into their

accounts on the basis of proper verification of documents and the bank details provided by them. In the present case, she informed that the complainant has never met her with regard to the present issue. She is also in the habit of filing various complaints against the officers of the departments on different platforms and also file RTI applications for getting her grievances resolved instead of directly approaching the concerned officers herself. She is also not responding to the communications sent on her address umpteen times.

2.4 The Commission feels that respondent departments in such cases should strictly follow the guidelines and devise a mechanism with regard to proper verification or physical presence of the beneficiary before the concerned officer before releasing the benefits and should also ensure that benefits are actually going to the entitled and genuine beneficiaries. In case of any doubt, such financial benefits should be put on hold till the proper verification is complete and confirmed by the beneficiary themselves that they have received the benefits.

### **3. Directions**

3.1 In view of the above observations and the fact that the respondent department has released the payment of one time assistance under DFBS to the complainant and non-presence of the complainant in the hearings of the Commission as well as before the respondent department, the case stands disposed of in PGC.

3.2 The complainant is directed to intimate the Commission as well as the respondent department in writing that she has received the above benefits within one week positively failing which no petition would be entertained on her behalf in the present matter and she would be barred from filing such petitions in future also in the Commission.

(MRS. MADHU SHARAN )  
MEMBER(PGC)

No. PGC/2020/A.II/DSW/07

Dated:

Copy to:

1. The Director, Dte.of Social Welfare, Govt.of NCT of Delhi, GLNS Building, Behind Delhi Gate, New Delhi-110002.

2. Dy. Director (Financial Assistance Section), Dte. of Social Welfare,  
Govt. of NCT of Delhi, GLNS Building, Behind Delhi Gate, New Delhi-  
110002.
3. Smt. Janki Devi.

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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: 15.09.2020

Complainant : Smt.Omwati – Present.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh. V.K. Gupta  
Zonal Engineer, (SW)-III – Present.

Grievance No. : PGC/2019/A.II/DJB/65

**1. Brief facts of the case**

1.1 Smt. Omwati, complainant, filed a grievance petition in the Public Grievances Commission aggrieved by not providing the water connection by Delhi Jal Board despite her complaint on 24.10.2019 in her house at 240-B, Munirka Village, New Delhi.

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

2.1 Shri V.K.Gupta, Zonal Engineer of the respondent department filed an action taken report. He stated that the complainant was contacted by the field staff and water supply is normal at Amar General Store and nearby area in Munirka Village. However, for improvement of water supply, a work order has been issued and work is likely to be started after rainy season.

Copy of the work order No.17 relating to Improvement of water supply by providing 65 mm dia GI pipeline to the area Amar General Store area in Munirka Village under SW-III has been furnished alongwith the ATR.

2.2 The complainant present denied that she was never contacted by any field staff with regard to inspection of water supply in the said area, as claimed by the Zonal Engineer. She further stated that they do get water in the evening but not getting water in the morning hours. This problem becomes more severe in the summers. Furthermore, water can not be supplied through tankers as the village has very narrow lanes and

tankers cannot enter there. She has also produced sample of water being supplied in the area which is apparently contaminated and not fit for consumption. Hence, the affected residents are compelled to purchase water for their daily consumption.

2.3 The Commission is not satisfied over the action taken by the Delhi Jal Board. Apparently, the ATR seems vague and is silent about commencement of work of laying the new water pipelines or improving the quality of water in the said affected area. Further, no inspection report bearing the signatures of the affected residents with regard to survey of the field staff to assess the situation and also lab report in regard to quality of water has been filed by the Zonal Engineer. Therefore, it raises a doubt on the submissions made by the Zonal Engineer.

2.4 The Zonal Engineer present assured the Commission to send Junior Engineer on the said location for conducting a survey/inspection in the presence of the affected residents in the morning and would also submit a lab report about the quality of water being supplied. Further, he assured to file a detailed report with regard to commencement of laying of new water lines. He also assured that the work would be taken up on priority once the rainy season is over which will improve the pressure and quality of water.

### **3. Directions :**

3.1 The Chief Executive Officer, Delhi Jal Board, is advised to look into the grievance of the complainant(s) at his level and pass suitable directions to the

3.2 The Executive Engineer(South West)-III, Delhi Jal Board, is directed to take prompt action for providing new water lines, as stated by the Zonal Engineer. Every household as mentioned in the complaint be checked randomly with regard to quality and quantity of water and signatures be obtained from them and file a report. Further, quality of water be tested through a lab and a report be filed apart from taking action on the observations made in Para 2.3 & 2.4 above. He is directed to remain present on the next date of hearing in PGC.

3.3 Action Taken Report, in duplicate, be filed at least two days prior to next date of hearing with an advance copy to the complainant.

3.4 The next date of hearing in this case is scheduled for **13.10.2020** at **10.30 a.m**

(MRS. MADHU SHARAN)  
MEMBER(PGC)

No. PGC/2019/A.II/DJB/65

Date:

Copy to:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
2. The Executive Engineer (South West)-III, Delhi Jal Board, GNCT of Delhi, Sector-7, R.K. Puram, New Delhi-110022.  
E mail: [eeswiiirkpuram@gmail.com](mailto:eeswiiirkpuram@gmail.com)
3. Smt.Om Wati, W/o. Sh.Subhash Rathi, R/o.240-B, Munirka Village, New Delhi-110067. E mail: [omwati12121976@gmail.com](mailto:omwati12121976@gmail.com)

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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: 15.09.2020

Complainant : Mrs. Madhumita Chakraborty- Present.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh. Raj Kumar, ZRO(S)-I – Present.  
Grievance No. : PGC/2020/A.II/DJB/03

**1. Brief facts of the case**

1.1 Mrs. Madhumita Chakraborty, complainant, has filed a grievance petition in the Public Grievances Commission aggrieved by receiving of undue water charges and disconnection notices from Delhi Jal Board in respect of K.No.0093721000 at F-53, Jawahar Park, New Delhi.

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

2.1 The representative on behalf of ZRO(South)-I, Delhi Jal Board filed an action taken report. He stated that the said bill has been rectified and necessary charges removed/delete.

Copy of the revised has also been submitted with the ATR.

2.2 The complainant who is present stated that she is satisfied with the action taken by the respondent department and she wants to close the case in the Commission.

**3. Directions :**

3.1 In view of the prompt action taken by the respondent department in redressing the grievances of the complainant, the case stands disposed of on the request of the complainant.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

No. PGC/2020/A.II/DJB/03

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
2. Zonal Revenue Officer (South)-I, Delhi Jal Board, GNCT of Delhi, Mandir Marg, Saket, New Delhi.
3. Smt. Madhumita Chakraborty, R/o.F-53, Jawahar Park, Khanpur, Devli Road, New Delhi-110062.



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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: 15.09.2020

Complainant : Shri Om Singh Kataria.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh. Raj Kumar, ZE(W)-I. Present.  
Grievance No. : PGC/2020/A.II/DJB/02

**1. Brief facts of the case**

1.1 Shri Om Singh Kataria has filed a grievance petition before Public Grievances Commission, aggrieved by not providing of water connection in Ramroop Health Centre/Polyclinic, Kanjhawla. He requested that a pipe line from Savda JJ Colony be given to this health centre/polyclinic as this would help the health workers and the patients to a great extent.

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

2.1 Shri Raj Kumar, ZE(W)I, Delhi Jal Board, filed an action taken report. It is stated that the complainant was requested to apply for water connection in Ram Swaroop Health Centre/Polyclinic, Kanjhawala vide office letter dated 17.07.2020. The complainant has not applied for water connection for the said Health Centre/Polyclinic till date. In the absence of any application along with required documents, DJB is unable to process the case for taking permission to provide water connection from main line from the Competent Authority.

2.2 The complainant was heard today. He stated that he is not directly aggrieved by non-availability of water in the said health

centre/polyclinic but due to social service he is agitating the cause on behalf of the patients and public visiting the said polyclinic.

2.3 The Commission feels that the complainant has no *locus standi* in the present matter as he is not, in any way, directly affected by the concern he has raised in his petition. Further, it transpired that the said Ram Swaroop Health Centre/Polyclinic has never filed any grievance petition in the Commission or with the respondent department in this regard. Moreover, there is a set procedure of fulfilling certain formalities before getting the water connection which has to be followed by the applicant. The complainant was made aware about this fact. Further, he is warned to be careful and not to file such frivolous complaints failing which he would be barred in filing such complaints in future in the Commission.

**3. Directions :**

3.1 In view of the above deliberations, the case of the complainant is dismissed being devoid of merit.

( MRS. MADHU SHARAN )  
MEMBER (PGC)

No.PGC/2020/A.II/DJB/02

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
2. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> floor, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
3. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board,  
E mail: [ee.blkuru1963@gmail.com](mailto:ee.blkuru1963@gmail.com)
4. Executive Engineer(West)-III, Delhi Jal Board, GNCT of Delhi, Nangloi Phase-III, Near Bharat Ghar, Delhi-110041.  
E mail: [eewestiii@gmail.com](mailto:eewestiii@gmail.com)
5. Shri Om Singh Kataria, House No.451, Outer Delhi, Kanjhawala, Delhi-110081.

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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: 15.09.2020

Complainant : Sh. Bal Krishan Somani.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh. V.P.Sharma,  
Z.E-IV – Present.

Grievance No. : PGC/2019/A.II/DJB/27

**1. Brief facts of the case**

1.1 Shri Bal Krishan Somani has filed a grievance petition before Public Grievances Commission, aggrieved by non-supply of water in House No. P/58, Vijay Vihar, Uttam Nagar, New Delhi, for the last two months despite taking water connection from Delhi Jal Board after payment of all charges. It is stated that the water connection is ten years old. He requested the Commission to intervene and direct the respondent department to take needful action promptly.

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

2.1 Shri V.P. Sharma, Zonal Engineer-IV, (West)-III, DJB filed an action taken report. It is stated that “*CEO, DJB, has approved allocation of budget amounting to Rs.38.99 lacs against the work of **Improvement of water supply system by replacing old/damaged existing water lines in P-Block, Vijay Vihar in Uttam Nagar Constituency** on 10.09.2020 and conveyed to this Office vide Sr.A.O.(B&A) letter dated 11.09.2020.*

*Now, since the budget has been allocated, the work shall be taken up after approval of tender file by the Competent Authority and issuing of work order. The file has been processed for approval.”*

The Zonal Engineer further stated that now the file will be moved for acceptance of rates to the Competent Authority. He also stated that the said work will be completed within three months after issuance of the work order.

2.4 The complainant is not present.

**3. Directions :**

3.1 The Chief Executive Officer, Delhi Jal Board, is requested to look into the matter and direct the concerned officers for issuance of the work order so that the said work is started and completed in a scheduled time frame.

3.2 Executive Engineer(West)-III, Delhi Jal Board is directed to remain present on the next date of hearing to apprise the Commission about status of the matter along with a copy of the work order in respect of the above said work.

3.3 ATR be filed at least two days prior to the next date of hearing.

3.4 The next date of hearing is scheduled for **26.10.2020 at 10.30 A.M.**

( MRS. MADHU SHARAN )  
MEMBER(PGC)

PGC/2019/A.II/DJB/27

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
2. The Executive Engineer(West)-III, Delhi Jal Board, GNCT of Delhi, Nangloi Ph.III, Near Bharat Ghar, Delhi-110041.  
Email: [ewestiii@gmail.com](mailto:ewestiii@gmail.com)
3. Member(Finance), Delhi Jal Board, GNCT of Delhi, 1<sup>st</sup> Floor, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
4. Shri V.P. Sharma, Z.E-IV/West-III, Delhi Jal Board, GNCT of Delhi.  
E mail: [ze3west3@gmail.com](mailto:ze3west3@gmail.com)
5. Shri Bal Krishan Somani, R/o. P/58, Vijay Vihar, Uttam Nagar, New Delhi-110059. E mail: [balkrishan\\_somani@rediffmail.com](mailto:balkrishan_somani@rediffmail.com)



