

**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: 08.09.2020

Complainant : Sh. V.P. Sharma.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD,  
Through Sh. Naresh Kumar Dargan,  
Executive Engineer(Project) W-IX,  
Sh.O.P. Sharma, A.E.,  
Sh.Birender Nandal, ZE (West)-III– Present.

Grievance No.: PGC/2019/A.II/DJB/10

**1. Brief facts of the case**

1.1 Shri V.P. Sharma, complainant has filed a grievance against supply of filthy and contaminated water in 81C , Veena Enclave, Nangloi, New Delhi and to other residents of the area by Delhi Jal Board. It was further averred that despite making complaints and follow ups on 8.3.2019, 20.3.2019 and 25.3.2019, supply of filthy and contaminated water has not stopped. As a result, residents are compelled to consume contaminated water leading to serious water borne diseases.

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

2.1 Sh.Naresh Kumar Dargan, Executive Engineer(Project) W-IX, DJB, filed a report, which is a letter addressed to the complainant. It is stated therein that *“The old water lines have already been replaced with new water lines. The quality of water is also being checked in the colony from time to time and the water quality have been found satisfactory. The photographs showing testing of water on 26.08.2020 and 04.09.2020 have been attached. As the water quality in the locality of complainant (Sh.V.P. Sharma) is satisfactory, therefore, no request has been received for sending water tankers.”*

2.2 Shri Birender Nandal, ZE, O/o. Executive Engineer(West)-III, DJB, has filed an action taken report. It is stated that *“The work of desilting of 1100mm/900 mm dia trunk sewer from Nangloi SPS Camp No.03 to Arvind Crossing at Rohtak Road has been completed under this Division. At present, there are no complaints pertaining to sewerage system from*

area residents of Veena Enclave Nangloi". Photographs showing the progress of desilting work on Rohtak Road has been appended with ATR.

2.3 The complainant is not present. A letter through email dated 8.09.2020 has been received from him intimating that he will not be able to attend the proceedings due to fever. He further states in his letter that supply of drinking water in his colony has not improved till date.

2.4 The Commission feels that sufficient action has been taken by the Delhi Jal Board and is satisfied over the action taken by the Executive Engineers of Delhi Jal Board in resolving the present grievances of the complainant which have been proved by them by way of documentary evidences/photographs. The complainant has not been attending the proceedings of the Commission regularly to point out any discrepancies in the action taken by the respondent department so far.

### **3. Directions :**

3.1 In view of the prompt action taken by the Engineers of the Delhi Jal Board and the complainant failing to appear before the Commission regularly to raise any objections or filing any documentary proof with regard to his dissent over action taken by Delhi Jal Board, the case of the complainant is disposed of in the Commission.

3.2 The complainant is advised to approach and file his representation with the concerned Executive Engineers if he has any further grievances in the present matter before approaching the Commission in future.

3.3 The concerned Executive Engineers, Delhi Jal Board are advised to look into the grievances, if any, and extend all possible cooperation in resolving the issues of the complainant.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

No. PGC/2019/A.II/DJB/10

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
2. The Consultant(Law), Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
3. The Executive Engineer(Project)W-IX, Delhi Jal Board, GNCT of Delhi, Ashok Vihar, Overhead Tank, Delhi-110052.  
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4. The Executive Engineer(West)-III, Delhi Jal Board, GNCT of Delhi, Near Bharat Ghar, Nangloi, Ph-III, New Delhi-110041.

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5. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> floor, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
6. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi  
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7. Shri V.P. Sharma.

