

**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  
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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: 21.09.2020

Complainant : Sh.Ranjan Choudhary.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Shri V.P. Sharma, ZE (West)-III  
Grievance No. : PGC/2020/A.II/DJB/41

**1. Brief facts of the case**

1.1 Shri Ranjan Choudhary, the complainant, has filed a grievance petition before Public Grievances Commission, aggrieved by getting contaminated water in DDA Flats Bindapur, Pocket-3. Further sewage line is also almost full.

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

2.1 Shri V.P. Sharma, ZE O/o. Executive Engineer(West)-III, Delhi Jal Board filed an action taken report. It is stated in the report that *“The complainant made a complaint of water supply with very high ammonia level and for a short duration on 26.04.2020. Concerned Zonal Engineer/J.E. were directed to check the water network and resolve the issue. Field staff checked and rectified the faults. Now, the water supply is normal and no complaints have been received from DDA Flats, Bindapur, Pocket-03.”*

An email from Shri Ranjan Choudhary dated 31<sup>st</sup> July, 2020 addressed to area J.E. Shri Akshay Kumar has also been filed along with ATR in which it is mentioned that water supply is normal in the previous week and the complaint may be closed. The complainant has been again contacted on 17/09/2020 and mentioned that water supply is normal and there are no issues.

2.2 The complainant is not present.

**3. Directions :**

3.1 In view of the prompt action taken by Delhi Jal Board, in redressing the grievances of the complainant which has been confirmed by the complainant, the case stands disposed of in PGC.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2020/A.II/DJB/41

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> 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](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: [ewestiii@gmail.com](mailto:ewestiii@gmail.com)
5. Shri Ranjan Choudhary.