

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 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: 17.09.2020

Complainant : Ms. Heena Mehra.
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh Gaurav Singh,
J.E O/o. EE(E)-II - Present.
Grievance No. : PGC/2020/A.II/DJB/20

1. Brief facts of the case

1.1 Ms. Heena Mehra, complainant, has filed a grievance petition before Public Grievances Commission, aggrieved by blocked sewage (drainage inside the home) at New Govindpura, Chand Nagar, Delhi-110051, for the last 30 days.

2. Facts emerged during the proceedings.

2.1 Shri Gaurav Singh, J.E. O/o. Ex.Engineer(East)-II, Delhi Jal Board filed an action taken report. It is stated by him that the "*sewer line was blocked at multiple points and hence sewer cleaning was done and this took time to resolve it. Now, DJB has cleaned the whole line properly so there is no complaint for the last 5 -6 months.*"

He also filed a letter written from Shri Vinod Kumar, R/o. K-11, New Govind Pura, Chandra Nagar, Delhi-110051 wherein it has been stated by the complainant that he has no grievance with regard to sewer for the last three months. Further he has no objection if his present grievance petition is closed.

2.2 The complainant(Sh. Vinod Kumar/Heena Mehra) is not present. However, he telephonically informed the Commission today that his grievance has been resolved

by Delhi Jal Board and he has no objection if his grievance petition is closed in the Commission.

3. Directions :

3.1 In view of the prompt action taken by Delhi Jal Board in redressing the grievances of the complainant (Sh.Vinod Kumar/Heena Mehra), which has been confirmed by the complainant, the case stands disposed of in the PGC.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2020/A.II/DJB/20

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, 5th floor, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
3. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: ee.blkuru1963@gmail.com
4. The Executive Engineer (East)-II, Delhi Jal Board, GNCT of Delhi, E-Block Park, Preet Vihar, Delhi-110092.
E mail: djbeeeastii@gmail.com
5. Ms. Heena Mehra.