

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
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: 03.09.2020

Complainant : Shri Subodh.
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh. Mayank Pratap,
JE O/o. EE(E)-I
Sh. Pushendra Kumar,
ZE/E-I - Present.
Grievance No. : PGC/2020/A.II/DJB/07

1. Brief facts of the case

1.1 Shri Subodh has filed a grievance petition in Public Grievances Commission aggrieved by non-cleaning of sewer and drains at his residence. It is further stated that drains have been overflowing for the last one week.

2. Facts emerged during the proceedings.

2.1 The Engineers of the Delhi Jal Board filed an action taken report. It is stated that "*sewer blockage complaint has already been resolved and now sewer system is running properly.*"

The written confirmation of complainant that the issue has been resolved has also been enclosed with the ATR.

2.2 The complainant is not present. However, the complainant telephonically confirmed today that his grievances have been resolved to his satisfaction by Delhi Jal Board. He requested to close the matter in the Commission.

3. Directions :

3.1 In view of the submissions of the representative of the respondent department and the swift action taken by them, the case of the complainant stands disposed of. However, the respondent department is advised to file

documentary proof/photograph of the work done/action taken by them in redressing the grievances of the complainant to his/her satisfaction in future.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2020/A.II/DJB/07

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
2. The Executive Engineer(East)-I, Delhi Jal Board, GNCT of Delhi, M-16 Pocket-E: Mayur Vihar, Phase-II, Delhi-110091.
3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5th 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
5. Shri Subodh.