

***“No carelessness until there is a cure. Wear Mask, follow physical distancing & maintain hand hygiene.”***

**PUBLIC GRIEVANCES COMMISSION  
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI  
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110  
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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: 05.11.2020

Complainant : Sh. Sandeep Bansal – Present.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh.Sudhir Kumar, EE(NW)-II  
Sh.R.K. Sharma, AE(C)  
Sh.Vivek Kumar, J.E.(C)  
Sh.Ranjeet Verma, Eng./Civil, RITES  
Sh.S.K. Chauhan, ZE-IV, NW-II - Present.  
Grievance No. : PGC/2020/A.II/DJB/06

**1. Brief facts of the case**

1.1 Shri Sandeep Bansal has filed a grievance petition in Public Grievances Commission complaining against non-following of rules/schedule by Delhi Jal Board in laying of sewer line in Budh Vihar area. He also alleged that there is collusion between the respondent department and the contractors in this regard.

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

2.1 An action taken report has been filed by Executive Engineer(C) DR-XII, Delhi Jal Board. As per directions of the Commission, the following documents have been filed:

- i) *Photographs (19 nos. ) of visit dated 01.10.2020 and 30 nos.of visit dated 08.10.2020 along with report containing signatures of the complainant and concerned engineers.*

- ii) *General guidelines of DJB followed in laying of sewer lines (contract agreement of work)*
- iii) *Inspection Report of third party inspection agency i.e. M/s.RITES with regard to quality of work(10 Nos.of the different periods).*

*..Regarding restoration of water connections, It has been stated in the report that water connections damaged during the excavation of trench for laying of*

*sewer line have been restored and no complaint is pending in the street of the complainant.*

*Further, outside of the manhole were got checked by excavation and other ongoing work were also shown to complainant by Division EE(P) SR-I. At the time of inspection, the complainant did not mention any negative comments but later on after several days, the complainant showed dissatisfaction and made complaint regarding discrepancies in the work.*

*Further, two joint site inspections were carried out in two weeks i.e. on 01.10.2020 and 08.10.2020 along with DJB Engineers, M/s.RITES Ltd., agency representative and field staff. The complainant was requested to remain present.*

2.2 A report dated 24.10.2020 from Executive Engineer(NW)-II, of the respondent department is also on record in which it is intimated *“that quality of water has been checked several times in the concerned area by DJB field staff and found potable.”*

Copy of water sampling of this area duly signed by the residents along with some photographs has been enclosed with the report.

2.3 The complainant stated that the water being provided is not clean. He also could not give any satisfactory response to the queries raised by the Commission.

2.4 The Commission feels that, as directed, the respondent department has done a comprehensive exercise in redressal of grievances of the complainant and has filed enough documentary proof/report which is sufficient to negate the

contentions raised by the complainant. Though the grievance of the complainant, in particular, has been resolved effectively by the respondent department, it seems that complainant wants to agitate the issues of the general public residing in the area. The request cannot be entertained because none of the other affected residents, as stated by the complainant, have approached the Commission with regard to any discrepancy or grievance nor the Complainant could file any representation bearing signatures of the other affected residents in support of his contention.

**3. Directions :**

3.1 In view of the above observations, the case of the complainant stands disposed of in the Commission.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2020/A.II/DJB/06

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, GNCT of Delhi  
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4. The Executive Engineer(Const), DR-XII, Delhi Jal Board, GNCT of Delhi, MU Block, Pitampura, Delhi-110034.  
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5. Shri Sudhir Chauhan, Executive Engineer(NW)-II, Delhi Jal Board, GNCT of Delhi, Sector-15, Rohini, Delhi-110085.
6. Shri Sandeep Bansal