

**PUBLIC GRIEVANCES COMMISSION**  
(Govt. of NCT of Delhi)  
M-Block, VikasBhawan, IP Estate, New Delhi – 110110  
Tel. No. 011-23379900, 23379901, Fax No. 011-23370903  
Website : [www.pgc.delhigovt.nic.in](http://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: 30<sup>th</sup> Dec., 2020

Complainant : Sh. Anil Kr. Mathur  
Respondent : Chairman,  
New Delhi Municipal Council  
Grievance No. : PGC/2020/NDMC/05

**1. Brief facts of the complaint**

Sh. Anil Kr. Mathur has filed a grievance in PGC stating that water pipelines were installed in B.K.Dutt Colony, New Delhi, which is under NDMC nearly 3 years ago at a cost of Rs. 2,10,14,720/-. No work has been done further and pipelines have not been connected to houses of colony. He has requested PGC to intervene in the matter.

**2. Proceedings in the Public Grievances Commission**

The PGC has convened first hearing in the matter on 30.12.2020 and the following are present:

Complainant : Present  
Respondent : Sh. Harkesh Meena, Ex. Engineer (WS)

**3. Relevant facts that emerged during the hearing**

Sh. Harkesh Meena, Ex. Engineer (WS), NDMC is present in the hearing and submitted a report stating that :

*“It is to inform that due to very rapid and heavy unauthorized construction in B.K.Dutt Colony the water supply infrastructure is found damaged / inadequate / buried under the structure. To provide basic amenity like water, it was found necessary to re-lay*

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

*the main water supply line in the outer most area for preventing mainly water contamination and low supply to the residents. In this connection, with the approval of the Council, main water grid line of 150 mm dia was again laid in the year 2018 with total execution amount as Rs. 2,10,14,720/-.*

*This line is laid parallel to the old functional water line and can be commissioned within a week's time for supplying water to the residents through this line. Since both water main lines cannot run simultaneously hence, all the residents were requested to submit the documents for sanctioning of metered water connection with minimum charges as of Rs. 7500/- approximately. Despite repeated request to the residents only 243 applications were found completed against approximately 1221 residence.*

*Here it may please be noted that until and unless minimum 80% connections are shifted to this new grid line, the commissioning of newly laid line is not technically feasible since the availability of water is limited and neither the quantity nor pressure will be adequate if both lines are run simultaneously.*

*NDMC is trying to get all the metered connections sanctioned for all the residents of B.K.Dutt Colony and charging the amount in installments (if approved by NDMC) for which the case is under approval.*

*The above details show that the expenditure of RS. 2,10,14,720/- was made for the betterment of the residents of B.K.Dutt Colony and delay in commissioning of newly laid water supply line is because of non submission of documents by the residents of the colony. The expense made against it is not infructuous.*

*Considering all the above facts, it is requested to Hon'ble Member of PGC that the said grievance may please be disposed off."*

**4. Recommendations of the Commission :**

4.1 Sh. Harkesh Meena, Ex. Engineer (WS), NDMC is advised to discuss the matter with the RWA for submission of complete

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

applications by the residents so that the new water connections are provided to them. After submission of applications, water connections be provided to the residents. An Action Taken Report in the matter be submitted to the Commission within a month's time.

4.2 Chairman, New Delhi Municipal Council is advised to look into the matter and direct the concerned officers for taking required measures in a time bound manner.

With the above directions the matter stands closed at the level of the Commission.

(SUDHIR YADAV)  
MEMBER

No. PGC/2020/NDMC/04

Dated:

**To:**

- 1 Chairman, New Delhi Municipal Council, Palika Kendra, Parliament Street, New Delhi – 110001
- 2 Sh. Harkesh Meena, Ex. Engineer (WS), New Delhi Municipal Council, Room No. 231, Shaheed Bhagat Singh Place, Gole Market, New Delhi - 110001

**Copy for information to :**

Sh. Anil Kr. Mathur

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