

“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
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: 22.03.2021

Complainant : Sh.Lakhan Singh Kathait,
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh. Kunal Kumar,
J.E. (C), DJB – Present.
Grievance No. : PGC/2021/A.II/DJB/02

1. Brief facts of the case

1.1 Sh. Lakhan Singh Kathait, complainant, filed a grievance petition before Public Grievances Commission, aggrieved by non-supply of water at A and C Block, Jitar Nagar for the last 25 days.

2. Facts emerged during the proceedings.

2.1 Sh. Kunal Kumar, J.E. (C), O/o E.E. (East)-II, Delhi Jal Board) was present in the hearing and submitted an Action Taken Report dated 22.03.2021 stating therein that:-

“There was lot of complaints of no water/short supply of water at Jitar Nagar. RWA (Jitar Nagar) was keen to get it resolved at the earliest. DJB was looking for the fault arisen and in the meantime, tankers has been deployed as and when required by the RWA. It is submitted that an additional interconnection with 350 mm dia PSC water damaged water line has been done on an urgent basis and supply has been restored at the said area. The complainant himself and RWA (Jitar Nagar) provide us letter of thanks for the early resolution for the same (copy attached for reference). Now the area has sufficient water supply through Laxmi Nagar BPS in morning 6 AM to 8 AM and in the evening 6 PM to 7:30 PM.”

3. Directions :

3.1 The case stands disposed of in the Commission as the DJB representative categorically submitted vide ATR dated 22.03.2021 that the complainant's grievance has been resolved and the complainant Sh. Lakhan Singh Kathait, who is President of RWA (Jitar Nagar), has thanked them vide letter dated 10.02.2021 for early resolution of their grievance

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2021/A.II/DJB/02

Date:

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. Sh.Lakhan Singh Kathait.