

“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
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: 05.04.2021

Complainant : Sh. Dharam Pal – Present.
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh.D.S. Rawat,
ASO, O/o. ZRO(W)-I, - Present.
Grievance No. : PGC/2019/A.II/DJB/47

1. Brief facts of the case

1.1 Sh. Dharam Pal has filed a grievance petition before Public Grievances Commission, aggrieved by misuse of DJB’s water unauthorizedly in Northrise land of Khyala. It is stated that water is being supplied to factories who don’t have connections. Further, no action has been taken by Delhi Jal Board for disconnection of water supply.

The complainant has requested for Commission’s intervention for direction to Delhi Jal Board for taking needful action in the matter.

2. Facts emerged during the proceedings.

2.1 An action taken report has been filed on behalf of Executive Engineer(West)-I of the respondent department. It is stated in the report that *“A joint action was taken by Delhi Police Team and DJB on 17.03.2021. A total of 11(eleven) numbers illegal connections were disconnected during the special drive.”*

3. Directions :

3.1 The Commission is of the view that enough action has been taken by the respondent department and other concerned agencies in compliance of its directions from time to time with regard to stoppage of misuse of DJB's water unauthorizedly in Northrise land of Khyala. It is also observed that the representative of the respondent department assured the Commission that appropriate preventive measures would be taken in future also to stop misuse of water. The Commission appreciates the efforts made by the concerned officials of the respondent department.

3.2 With the above observations and the submissions made by the representative of the respondent department, the case of the complainant stands disposed of.

3.3 The complainant was made aware of the above facts. He is advised to file a separate grievance with regard to non-availability of water in the concerned area so that appropriate directions could be given to the respondent department to resolve the same.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2019/A.II/DJB/47

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
2. District Magistrate(West), GNCT of Delhi, Revenue Department, Govt.of NCT of Delhi, 3rd Floor, Plot No.3, Shivaji Place, Raja Garden, New Delhi-110027 for necessary action.
3. Dy.Commissioner of Police, District West, O/o.Dy.Commissioner(West),P.S.Rajouri Garden, New Delhi-110027.
4. The Chief Engineer(West), Delhi Jal Board, GNCT of Delhi, Varunalaya Phase- II, Karol Bagh, New Delhi-110005.
5. Member(Water), Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.

6. The Executive Engineer(West)-I, Delhi Jal Board, GNCT of Delhi, Beri Wala Bagh, Subhash Nagar, New Delhi-110064.
E mail: kumardjb@gmail.com
7. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: ee.blkuru1963@gmail.com
8. The Nodal Officer(PGC), Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
9. SHO, Police Station Khyala, District West, Khyala, New Dehi-110018.
10. Sh. Dharam Pal.