

*“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: 26.07.2021

Complainant : Vanaspatisanrakshan

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD.

Grievance No. : PGC/2021/A.II/DJB/11

**1. Brief facts of the case**

1.1 A grievance petition has been received from Vanaspatisanrakshan in the Public Grievances Commission aggrieved by overflowing water in the backlanes of H.No.C-84, Dayanand Colony/Lajpat Nagar-IV which has become breeding ground for mosquitos.

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

2.1 On the last date of hearing, ASO, O/o.Director(Revenue), DJB, had appeared who was not aware of the facts of the case. Shri B.L. Kuru, Public Grievance Officer, Delhi Jal Board was advised to look into the matter and to direct the concerned officers from Technical Branch/Wing of DJB to attend the next hearing with detailed action taken report. But none present on behalf of the respondent department nor has any action taken report been filed. The Commission has taken a serious view of this lapse.

2.2 The complainant is not present.

**3. Directions :**

3.1 The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi is requested to look into the grievance for its expeditious disposal.

3.2. Nodal Officer, Delhi Jal Board, GNCT of Delhi is advised to coordinate with the concerned branch and ensure redressal of grievances of the complainant. A report be also furnished to the Commission within 15 days.

3.3 In view of the above, the case of the complainant is disposed of as none appeared on behalf of the complainant before the Commission to apprise the status of the grievances and action taken by the respondent department so far.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2021/A.II/DJB/11

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. E mail: [ee.blkuru1963@gmail.com](mailto:ee.blkuru1963@gmail.com)
4. Complainant: vanaspatisanrakshan.