

***“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**

**Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated  
25.9.97**

Date of hearing: 19.07.2021

Complainant : Sh.Vineet Kumar Garg.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh.Mohit Verma, JE(CC)  
O/o.EE(C) DR-XII.  
Sh.R.K. Sharma,  
A.E.(C) C/o.EE(C) DR-XII – Present.

Grievance No. : PGC/2020/A.II/DJB/69

**1. Brief facts of the case**

1.1 Sh. Vineet Kumar Garg, complainant, filed a grievance petition before the Public Grievances Commission, requesting for laying of Sewer Line in 10 feet street between Street No.18 and Street No.19 in Sham Colony, Budh Vihar, Phase-II, Delhi-110086. It is stated in the petition that the sewer line has been spread in Street No.18, 19, and 20 but these lines has not been connected with the main line. It has been requested to connect these sewer line with the main line.

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

2.1 An action taken report has been filed on behalf of Executive Engineer(C) DR-XII, of the respondent department. It is stated in the report that that “... *As per instructional order issued from Member(Dr.), Delhi Jal Board, vide No.DJB/M(DR)2021/962 dated 10.06.2021 (copy enclosed), it is submitted that due to monsoon season, the deep work of sewer line in question cannot be laid. It will be taken up after Monsoon season i.e. 01.10.2021. Four months will be required to complete the stretches after Monsoon season.*”

3.1 **Directions :**

3.1 The Commission feels that laying of sewer lines seems to be a time-consuming process which will take about 4-5 months, as mentioned in the action taken report of Delhi Jal Board. There is no point keeping the case pending in the Commission. Hence, the matter stands disposed of with the request to Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, to dispose of the grievances of the complainant expeditiously.

3.2 Executive Engineer (C) DR-XII, Delhi Jal Board, GNCT of Delhi, is advised to take appropriate action in a time-bound manner for completion of the project within stipulated time.

3.3 The complainant is advised to approach Executive Engineer(C) DR-XII, Delhi Jal Board, GNCT of Delhi, for redressal of his grievances. However, if the problem persists after 04 – 05 months, he is at liberty to approach the Commission for redressal of his grievances. Copy of the ATR filed by the respondent department is enclosed for reference.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2020/A.II/DJB/69

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Executive Engineer(C), DR-XII, Delhi Jal Board, GNCT of Delhi, MU Block, Pitampura, Delhi-110034.  
E mail: [executiveengineercdr12@gmail.com](mailto:executiveengineercdr12@gmail.com)
3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> floor, Varunalaya, Phase-II, Jhandewalan, New Delhi-110005 with the request to coordinate with concerned Executive Engineer and ensure expeditious redressal of grievances of the complainant.
4. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: [ee.blkuru1963@gmail.com](mailto:ee.blkuru1963@gmail.com)
5. Shri Vineet Kumar Garg.