

“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
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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: 16.08.2021

Complainant : Sh. Rajeshwar Kumar Singh.
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Shri S.K. Chauhan,
Zonal Engineer(NW)-II – Present.
Grievance No. : PGC/2019/A.II/DJB/37

1. Brief facts of the case

1.1 Shri Rajeshwar Kumar Singh, the complainant, filed a grievance petition before Public Grievances Commission, aggrieved by non-supply of water in the absence of water pipelines in C-41, Gali No.1, Navin Vihar, Delhi. He requested for Commission’s intervention for direction to the respondent department to take needful action promptly.

2. Facts emerged during the proceedings.

2.1 Shri S.K. Chauhan, Z.E.(NW)-II, filed an action taken report on behalf of Executive Engineer(NW)-II, Delhi Jal Board, GNCT of Delhi. It is stated in the report that *“Survey work for hydraulic remodeling for P/L new water lines in Rajeev Nagar Extn.(Regn.1307/1639) and Naveen Vihar (Regn.No.608/1639) has been completed and estimates are being processed for approval of Competent Authority.*

2.2 Shri S.K. Chauhan, Zonal Engineer(NW)-II further stated that these two colonies have been left out and the rest of the areas have been covered. At present, water is being provided in these colonies regularly through water tankers. Furthermore, necessary survey work

for hydraulic remodeling for P/L new water lines in Rajeev Nagar Extn.(Regn.1307/1639) and Naveen Vihar (Regn.No.608/1639) has been completed. Necessary approval, in principle, for the work has also been obtained from the Minister concerned. Now the department is in the process of seeking the required budget/ processing of estimates and administrative approval for the said project would require at least three (03) months period.

2.3 The Commission feels that already two and a half (2½) years have elapsed since the complainant had approached the Commission. The grievances relating to basic requirement of water, electricity etc. of the people can not be allowed to be delayed indefinitely. The authorities concerned require to furnish time lines and adhere to the same.

2.4 The complainant is not present.

3. Directions :

3.1 The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi is requested to expedite the process and, if required, an early Board Meeting be convened to cut short the period of three (03) months to one and a half (1½) month and review the process for commencement & completion of laying of P/L new water lines in Rajeev Nagar Extn.(Regn.No.1307/1639) and Naveen Vihar(Regn.No.608/1639) in a scheduled timeframe.

3.2 The Executive Engineer (NW)-II, Delhi Jal Board is advised to monitor the matter at his personal level and furnish a detailed status report by 15th September, 2021 positively.

3.3 The complainant is advised to apprise the Commission within one (01) month about the present position and the action taken by the respondent with regard to his grievances.

(SUDHIR YADAV)
MEMBER(PGC)

PGC/2019/A.II/DJB/37

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandwala, New Delhi-110005.

2. The Executive Engineer(NW)-II, Delhi Jal Board, GNCT of Delhi, H-Block, Sector-15, Rohini, Delhi-110089.
E mail: eenw2.djb@gmail.com
3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5th floor, Varunalaya, Phase-II, Jhandewalan, New Delhi-110005.
4. Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: ee.blkuru1963@gmail.com
5. Shri Rajeshwar Kumar Singh.