

“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: 21.09.2021

Complainant : Sh. Vishal Parashar.
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Shri S.K. Ohlan
Executive Engineer(SW)-II – Present.
Grievance No. : PGC/2021/A.II/DJB/29

1. Brief facts of the case

1.1 Shri Vishal Parashar has filed a grievance petition before Public Grievances Commission, stating that the residents of Patel Garden A, B,C & D Block (Near Bhatnagar Clinic) are facing problem of water supply from the last 2 – 3 years. There is no water supply in about 100 houses. The residents approached the concerned officers of Delhi Jal Board but the problem has not been redressed and the situation remains the same.

2. Facts emerged during the proceedings.

2.1 As advised on the last date of hearing, Shri S.K. Ohlan, Executive Engineer(SW)-II of the respondent department filed the following details:

“(i) Details of deployment of water tankers (Daily/Weekly/Monthly)

| <u>S.No.</u> | <u>Months</u> | <u>No.of trips of water tankers</u> |
|---------------------|----------------------|--|
| 01. | April-2021 | 08 |
| 02. | May 2021 | Nil |

| | | |
|----|----------------|----|
| 03 | June 2021 | 18 |
| 04 | July 2021 | 80 |
| 05 | August 2021 | 33 |
| 06 | Upto 13.9.2021 | 12 |

(ii) 1196 numbers of water connections exist at present.

2.2 The Executive Engineer stated that water supply is normal in the concerned area. As per the existing system, water supply problems are being taken care of through DJB Control Rooms and the requisite supply of water through tankers are made available to the affected residents, as and when requested. With regard to Hydraulic Modelling at site, he stated that the same is under progress. Detailed Project Report(DPR) has already been submitted by the Consultant and tenders are likely to be floated in next 6 (six) months as the scheme is part of 24 X 7 water supply to the residential area of GNCT of Delhi.

Shri S.K. Ohlan, Executive Engineer(SW)-II, of the respondent department assured the Commission that he would extend his support and cooperation to the complainant/affected residents as and when they approach him in the matter.

2.3 The complainant is not present.

3. Directions :

3.1 Executive Engineer(SW)-II, Delhi Jal Board, GNCT of Delhi, is advised to coordinate and ensure completion of Hydraulic Modelling project in a scheduled time frame and till such time water be made available to the affected residents of the concerned area as and when requested.

3.3 From the above submissions of the respondent department, it is apparent that the grievance of the complainant is being taken care of and monitored regularly. In case the complainant has any further grievance, he may approach the Commission or the Executive Engineer(SW)-II, Delhi Jal Board, within two (02) weeks failing which it will be presumed that the grievance stands redressed and the matter will be closed after two weeks.

(SUDHIR YADAV)
MEMBER(PGC)

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Executive Engineer(SW)-II, Delhi Jal Board, GNCT of Delhi, Near WTP Dwarka, Dwarka, New Delhi-110075.
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3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5th floor, Varunalaya, Phase-II, Jhandewalan, New Delhi-110005.
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5. Shri Vishal Parashar.