

"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
Website : www.pgc.delhigovt.nic.in 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: 04.10.2021

Complainant : Ms.Pallavi Vashist – Present.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh.Pradeep Kumar Gurjar,
J.E.(Civil) O/o.EE(M) – Present.

Grievance No. : PGC/2020/A.II/DJB/37

1. Brief facts of the case

1.1 Ms. Pallavi Vashist, complainant, R/o. WZ-343, Naraina Village, New Delhi, has filed a grievance petition before the Public Grievances Commission aggrieved by unequal water distribution. It is further stated in her complaint that there has been no water supply from the houses WZ-329 to 354, Naraina Village and only 2 out of 8 houses of the above mentioned address WZ-343, Naraina Village are getting adequate supply of water and remaining 6 of them are in utmost scarcity. It is further stated that there is no water supply in Jhargali and all the residents of Jhargali (above mentioned addresses WZ-329 to 354, Naraina Village) have been facing huge scarcity of water since many years. A UGR was established in her locality. After that they used to get basic supply of water of 30 minutes. But for the past two months, they have not been getting adequate supply of water. Furthermore, DJB has been supplying hard water which is absolutely not fit for drinking etc. from Naraina Dispensary UGR for 30 minutes. By supplying hard water through this UGR, whole purpose of establishing this UGR is vitiated. It is further stated that she has paid average water bill without any adequate supply of water.

Furthermore, the whole purpose of making this UGR was equal distribution of potable water but there are few people in locality who have created hindrances for the last many years and they have not let them getting potable water through this UGR. The said UGR will be able to supply potable water in 80 -90 houses which can make distribution of water equal in her locality. She requested to take immediate steps, such as use of booster, towards equal distribution of water through UGR only.

2. Facts emerged during the proceedings.

2.1 An action taken report has been filed on behalf of EE(West)-II, AC-39, Delhi Jal Board, GNCT of Delhi. As per report *“Work of P/L feeder line to Dispensary UGR has been completed and water quantity increased in the area through Dispensary UGR. The water sample was got checked by field staff and Quality Control Team and water quality was found fit for drinking purpose.*

Copy of Water Test Report has been enclosed with the ATR.

2.2 The complainant is satisfied with the frequency of supply of water and the quality of water.

3. Directions :

3.1 In view of the appropriate action taken by the respondent department, the case stands disposed of in the Commission. However, in case the complainant has any further grievance with regard to present issue, she may approach the concerned officers of the respondent department for its redressal.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2020/A.II/DJB/37

Date:

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, 5th 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

4. Executive Engineer(W)-II, Delhi Jal Board, GNCT of Delhi,
Andha Mughal, Partap Nagar (Near Metro Station), Delhi-110007.
5. Ms. Pallavi Vashist.