

**“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](http://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: 09.11.2021

Complainant : Sh Pappu Ali – Present.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh.Todi Singh,  
AEE(M)-18

Sh.S.K. Singh,  
Executive Engineer(M)-4

Sh.S.A. Haider,  
ZE-I(M)-18 – Present.

Grievance No. : PGC/2020/A.II/DJB/05

**1. Brief facts of the case**

1.1 Sh. Pappu Ali, has filed a grievance petition before Public Grievances Commission, aggrieved by non-laying of sewer line in E-Block, Punarvas Colony in Model Town Assembly Constituency.

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

2.1 Shri Todi Singh, AEE(M)-18 of the respondent department filed an action taken report. It is stated by him that “*The tender for laying sewer line in E-Block and D-Block, Lal Bagh has been invited vide NIT 33 (Item No.1) 2021-22 dated 08.11.2021. The tender was delayed due to some technical problems.*”

According to the order dated 08.11.2021 of the respondent department, opening of the technical bid is 29.11.2021. It is further stated that the work would commence in the first week of December, 2021.

It was assured by Shri S.K. Singh, Executive Engineer, DJB, that water will be made available to the complainant as well as nearby affected areas through water tankers on the fixed points to be provided by the complainant till work is completed in totality.

2.2 The complainant assured to provide a list to AEE(M)-18, DJB, for supply of water through tankers at fixed points.

**3. Directions :**

3.1 The Chief Executive Officer, Delhi Jal Board, GNCTD, is requested to look into the matter for expeditious redressal of grievances of the complainant.

3.2 Shri S.K. Dahiya, Addl.Chief Engineer(M)04, Delhi Jal Board, is requested to look into the matter at his level for completion of the project in a time-bound manner.

3.3 Shri Todi Singh, AEE(M)-18, Delhi Jal Board, GNCT of Delhi, is advised to coordinate and monitor the commencement as well as completion of project in a time-bound manner. He will ensure that water is provided through sufficient tankers in the concerned affected area at fixed points as provided by the complainant to enable the affected residents to avail water facility and to maintain hygienic conditions in the concerned affected areas. The complainant and aggrieved persons be also informed about the deployment of water tankers on specific days and time at fixed and convenient locations. An action taken report be provided to the Commission in this regard.

3.4 With the above observations, the case of the complainant stands disposed of.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2020/A.II/DJB/05

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Shri S.K. Dahiya, Addl.Chief Engineer(M)04, Delhi Jal Board, GNCT of Delhi, (Near INMAS) Lucknow Road, Timarpur, Delhi.
3. Sh.S.K. Singh, Executive Engineer(M)4, Delhi Jal Board, GNCT of Delhi, Near Transport Authority, Burari, Main Burari Road, Delhi-110084.

4. Shri Todi Singh, Astd..Executive Engineer (M)-18, Delhi Jal Board, GNCT of Delhi,24/10, Shakti Nagar, Delhi-110007.
5. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> floor, Varunalaya, Phase-II, Jhandewalan, New Delhi-110005.
6. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: [ee.blkuru1963@gmail.com](mailto:ee.blkuru1963@gmail.com)
7. Sh.Pappu Ali.