

*“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**  
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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: 30.11.2021

Complainant : Sh N.K.Datta – Present.  
Respondent : Chief Executive Officer,  
Delhi Jal Board,  
Through Shri Rakesh Kumar,  
AEE(M) 32 – Present.  
Grievance No. : PGC/2020/A.II/DJB/62

**1. Brief facts of the case**

1.1 Shri N.K. Datta filed a grievance petition in PGC aggrieved by scarcity of water in House Numbers T 228-235, T-39-45 & T1-12, Uttam Nagar, New Delhi. It is stated in the grievance petition that since 2013 onwards, they have been informed by Delhi Jal Board through various letters dated 02.12.2013 and 01.10.2014 that scarcity of water in various localities of Uttam Nagar will improve after commissioning of newly constructed Water Treatment Plant at Dwarka side. It is further stated that DJB had assured to lay down a pipeline in the concerned area to improve the water supply in the above street mentioning house nos. T 228-235, T 39-45 & T 1-12. But more than 10 months have elapsed and nothing is done in this direction so far.

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

2.1 Shri Rakesh Kumar, AEE,(M)-32 filed an action taken report on behalf of Executive Engineer(West)-III, Delhi Jal Board. It is stated in

the report that the water samples were collected on 26.11.2021 by the Lab. Staff and found satisfactory.

2.2 It transpired during the proceedings that the water sample was not collected from the residence of the complainant as the house was found locked but the same were collected from the nearby residence of the complainant.

2.3 The complainant brought water sample in respect of his premises. He raised concern that the water is not fit for consumption. However, the Commission and the representative of Delhi Jal Board were of the opinion that the water was clean.

### **3. Directions**

3.1 In view of the fact that the water samples were collected by the Delhi Jal Board and got checked from the Lab and found satisfactory which is also evident from the sample produced by the complainant in respect of his premises, the case stands disposed in the Commission.

3.2 The complainant is advised to approach the concerned authorities in case he has any further grievance in this regard.

3.3 Asstt.Ex.Engineer(M)-32, Delhi Jal Board, GNCT of Delhi is requested to extend cooperation to the complainant for redressal of his grievance regarding contaminated water/water supply as and when complainant approaches him in future.

( MRS. MADHU SHARAN )  
MEMBER(PGC)

No. PGC/2020/A.II/DJB/62

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Jhandewalan, New Delh-110005.
2. Executive Engineer(West)-III, Delhi Jal Board, GNCT of Delhi, Near Barat Ghar, Nangloi, Ph-III, New Delhi-110041.  
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4. Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: [ee.blkuru1963@gmail.com](mailto:ee.blkuru1963@gmail.com)
5. Sh.N.K. Datta, President.