

"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: 13.12.2021

Complainant : Smt. Meenakshi Tokas.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD

Grievance No. : PGC/2021/A.II/DJB/39

1. Brief facts of the case

1.1 Smt. Meenakshi Tokas, has filed a grievance petition before Public Grievances Commission, requesting for filtered/purified water supply connection at Babulal Chowk, Munirka, New Delhi. It is further stated in the petition that connection has already been provided to other localities but they are not getting the same even after many meetings. It was requested by the complainant to restore proper supply of water on regular basis.

2. Facts emerged during the proceedings.

2.1 None present on behalf of the respondent department. Nor has any action taken report been filed. None present on the last date of hearing also. The Commission has taken serious view of this lapse on the part of the respondent department as a result of which today's proceeding was rendered infructuous leading to wastage of time of the Commission.

2.2 The complainant is not present. She was not present on the last hearing also to apprise the Commission about action taken by the respondent department in respect of her grievances.

3. Directions :

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

3.2 Nodal Officer (PGC), Delhi Jal Board, GNCT of Delhi, is advised to look into the matter of non-presence of concerned officer in the hearing in PGC and take appropriate action. Further, the concerned officer be advised to redress the grievances of the complainant and provide an action taken report to the Commission within 15 (fifteen) days.

3.3 In view of the above and in the absence of the complainant, the case stands disposed of in the Commission

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2021/A.II/DJB/39

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5th floor, Varunalaya, Phase-II, Jhandewalan, New Delhi-110005.
3. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: ee.blkuru1963@gmail.com
4. Smt.Meenakshi Tokas.