

"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**

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Date of hearing: 28.03.2022

Complainant : Shri Sushil Kumar.
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh. Param Veer, E.E. (M)-7,
Office of the Ex. Engineer (M)-7,
Delhi Jal Board – Present.
Grievance No. : PGC/2022/A.II/DJB/09

1. Brief facts of the case

1.1 Shri Sushil Kumar has filed a grievance petition before Public Grievances Commission, aggrieved by dirty water and bad odour of the drinkable water supply in Pocket-13, Sector-21, Rohini, Delhi for the past few months. It is stated in the petition that the water pipe line in the society is almost 25 years old due to which it is rusted and damaged severely.

2. Facts emerged during the proceedings.

2.1 Sh. Param Veer, E.E. (M)-7, DJB filed an action taken report dated 26.03.2022 stating therein that:-

"A complaint was received from the complainant regarding dirty water in the month of January 2022. The complainant was attended immediately and no further complaints were received thereafter. Again on dated 26.03.2022, the area in question has been surveyed by field staff and water sampling done in which residual chlorine has been found and water is found fit for drinking purpose. The complainant has also given a statement on the letter head of society, verifying the quality of water as satisfactory and fit for drinking

purpose and requested to close his complaint. The photo of water sample taken on 26.03.2022 from the premises of complainant showing presence of residual chlorine as well as his statement are attached.”

2.2 The complainant was not present in the hearing. However, he has confirmed, vide his letter dated 26.03.2022, that water supply in his society is satisfactory and he has no complaint regarding the quality of water at present and therefore, the said complaint be closed.

3. Directions

3.1 Keeping in view the submissions made in the action taken report by the respondent department and the satisfaction expressed by the complainant, the case stands disposed of in the Commission. Further, the complainant is free to approach Delhi Jal Board as well as the Commission in case he has any further grievance with regard to his present complaint.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2022/A.II/DJB/09

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Sh. Param Veer, E.E. (M)-7, Delhi Jal Board, GNCT of Delhi, Office of the Executive Engineer (M)-7, H-Block, Sector-15, Rohini, Delhi – 110089.
e-mail: eeem7djb@gmail.com
3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5th floor, Varunalaya, Phase-II, Jhandewalan, New Delhi-110005.
4. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: ee.blkuru1963@gmail.com
5. Sh.Sushil Kumar.