

"No carelessness until there is a cure. Wear Mask, follow physical distancing & maintain hand hygiene."

By Speed Post / Messenger / Email

**PUBLIC GRIEVANCES COMMISSION**  
(Govt. of NCT of Delhi)  
M-Block, Vikas Bhawan, I. P. Estate, New Delhi-110110  
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**Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97**

Date: 30.05.2022

Complainant : Sh.Radhey Vats.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh.Pranav Selakar, Engineer, NWS – Present.  
Grievance No.: PGC/2020/A.II/DJB/36

**1. Brief facts of the case**

1.1 Sh. Radhey Vats, complainant, filed a grievance petition before the Public Grievances Commission, aggrieved by non-supply of water in Paprawat Village, Najafgarh.

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

2.1 An Action Taken Report has been received through e-mail dated May,27, 2022 from Sh. Naresh Kumar Dargan, Executive Engineer(Project) W-IX, Delhi Jal Board, GNCT of Delhi. It is stated in the report that *"The grievance of the complainant is being monitored by senior officers of Delhi Jal Board. Remedial measures have been taken and the complainant has started getting water during supply period on alternate days.*

*The affected area is getting water for more than 1.30 hrs. on alternate day basis from 12.00 Noon to 1.30 P.M. as of now. Due to shortage of water,*

*water supply cannot be provided on daily basis to the said area. However, the complainant is getting water on alternate days. Tankers are also available for the complainants on receipt of complaint on toll free No.18001217744.”*

Photographs in this regard is also attached with the report.

2.2 The complainant is not present.

**3. Directions :**

3.1 In view of the fact that the respondent department has taken every possible action for providing water during supply period and the affected area is getting water for more than 1.30 hrs. on alternate day basis from 12.00 Noon to 1.30 P.M. as of now and due to shortage of water, water supply cannot be provided on daily basis to the said area, the case of the complainant stands disposed of. He is advised to approach Dy.Superintending Engineer(Project) W-IX, Delhi Jal Board in case of non-availability of water in future.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2020/A.II/DJB/36

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandwalan, New Delhi-110005.
2. Shri Naresh Kumar Dargan, Executive Engineer(Project) W-IX, Delhi Jal Board, GNCT of Delhi, Ashok Vihar, Overhead Tank, Delhi-110052.  
E mail: [projectwater9@gmail.com](mailto:projectwater9@gmail.com)
3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> 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](mailto:ee.blkuru1963@gmail.com)
5. Shri Radhey Vats.