

"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.Vinod Bhatt.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Shri Arun Choudhary,  
J.E. O/o. EE(M)-25 – Present.

Grievance No. : PGC/2022/A.II/DJB/36

1. **Brief facts of the case**

1.1 Sh. Vinod Bhatt has filed a grievance petition before Public Grievances Commission, aggrieved by highly dirty and smelly water supply for the last one month in Kirti Nagar Block-L, New Delhi.

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

2.1 Shri Arun Choudhary, J.E. on behalf of Executive Engineer(M)-25 of the respondent department filed an action taken report. As per report "Regarding dirty and smelly water supply at L-35, Kirti Nagar, action has been taken by DJB. Old and damaged DJB water line which was passing through nearby sewer manhole has been replaced in a length of about 10 mtrs.

After replacement of this 100 mm dia CI water line, water supply was checked by DJB staff and found free from contamination. Now a days there is less inflow of potable water in Kirti Nagar UGR due to summer season and hence the complainant has been requested to

*take water in morning supply only, which is 5.00 A.M. to 7.30 AM as there is no water supply in evening.”*

2.3 The complainant is not present. However, an email has been received from Shri Vinod, the complainant, on May 30, 2022. It is stated in the email that *“After the intervention of the Public Grievances Commission, he received an official email and also a call from DJB on 27.05.2022 that the complaint has been resolved. It is further stated that for the last one week or so, the problem of dirty water has been resolved. As of now, he is requesting to close his complaint.”*

**3. Directions :**

3.1 Keeping in view the submissions made in the action taken report furnished on behalf of Executive Engineer(M)-25, Delhi Jal Board, GNCT of Delhi and also the statement made by the complainant in his said email, the case stands disposed of.

( MRS. MADHU SHARAN )  
MEMBER(PGC)

PGC/2022/A.II/DJB/36

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Executive Engineer(M)-25, Delhi Jal Board, GNCT of Delhi, D-Block, Moti Nagar, New Delhi-110015.
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)  
E mail: [eesw1janakpuri@gmail.com](mailto:eesw1janakpuri@gmail.com)
5. Shri Vinod Bhatt.