

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

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PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT 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: 06.06.2022

Complainant : Sh.Vinod Kumar Singh.
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Shri Munish Kumar,
Dy.Suptg. Engineer (M-37) – Present.
Grievance No. : PGC/2020/A.II/DJB/39

1. **Brief facts of the case**

1.1 Sh. Vinod Kumar Singh and other residents have filed a grievance petition before Public Grievances Commission, aggrieved by non-supply of drinking water in MCD School Road, Mahavir Enclave Part-1.

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

2.1 Shri Munish Kumar, Dy.Suptg. Engineer(M-37) of the respondent department filed an action taken report. As per report "C Block Mahavir Enclave Part-I(MCD School Road) is un-authorized colony and due to large/huge construction of builder floors/builder flats) i.e. 20 flats in 100/150/200 yard area) has put stress on water supply. Deptt. has to fulfil the water needs of the residents/public at large. For further improvement, following works are executed/under execution:

- i) *Commissioning/functioning of sluice valves will be done after inauguration by the Hon'ble area MLA with consultation/consent of other MLAs. Consent of all MLA's is still awaited.*
- iii) *Hydraulic Modelling final report will be received this month as reported by the Consultant. Improvement works will be executed as per this report for improvement of water supply in this area.*
- iv) *Presently, 04 (four) water tankers are sent per week to meet water requirement..”*

2.2 Dy.Suptg. Engineer(M-37), of the respondent department assured that once the final report of hydraulic modelling is received improvement works will be executed in a time-bound manner, as per the recommendations in the report.

2.3 The Commission observed that same stand has been taken in the action taken report filed by Dy.Suptg.Engineer(M-37) of Delhi Jal Board during the last four hearings and no further development has been seen to redress the grievances of the complainant in totality. In the hearing held on 24.9.2020, it was stated by the Executive Engineer(SW)-I that Hydraulic Modelling of existing network is under progress and improvement will be executed after final recommendation of Consultant. Since then, eleven hearings have been held in the matter but the final report of hydraulic modelling is still awaited and when it is going to be received is not known.

Further, in the hearing held on 24.01.2022, Dy.Suptd.Engineer(M)-37, Delhi Jal Board had stated that commissioning/functioning of sluice valves will be done after inauguration by the Hon'ble Area MLA. But despite Commission's request, inauguration of the same has not been done so far.

2.4 The present grievance petition which relates to supply of water to around 800 affected families living in the area is pending in the Commission since 24.9.2020 without much relief to the affected families so far.

2.5. The complainant is not present.

3. Directions :

3.1 The Chief Executive Officer, Delhi Jal Board, is requested to look into the matter and resolve the grievances of the complainant as well as other affected families residing in the area of Mahavir Enclave

Part-I (MCD School Road) reportedly deprived of the basic needs of water for the past some time. It is requested to take up the matter at the appropriate level for obtaining recommendations of Hydraulic Modelling at the earliest for improvement of water supply. Quick action may also be initiated for commissioning/functioning of sluice valves.

3.2 Ms.Bhavna Gaur, Hon'ble MLA is requested for inauguration of commissioning of sluice valves as early as possible for improvement of water supply in the concerned area.

3.3 Dy.Suptg. Engineer(M-37), Delhi Jal Board, GNCT of Delhi is requested to complete the work in totality and ensure maximum frequency of water to the affected area, as assured by him. A detailed report along with documentary proof/photographs in this regard be sent to the Commission.

3.4 With the above observations, the case stands disposed of.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2020/A.II/DJB/39

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Ms. Bhavna Gaur, Hon'ble MLA, Palam Assembly Constituency, WZ-507A, Main Road, Raj Nagar, Part-I (Near Pillar No.59), Palam Colony, New Delhi-110077.
3. Chief Engineer(South), Delhi Jal Board, GNCT of Delhi, 2nd floor, Varunalaya Building, Phase-II, Jhandewalan, New Delhi-110005.
4. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5th floor, Varunalaya, Phase-II, Jhandewalan, New Delhi-110005.
5. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: ee.blkuru1963@gmail.com
6. Dy.Suptg. Engineer(M-37), Delhi Jal Board, GNCT of Delhi, Overhead Tank, Opposite Bharti College, Janakpuri, New Delhi.
E mail: eesw1janakpuri@gmail.com
7. Shri Vinod Singh.