

"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: 02.05.2022

Complainant : Shri Sanjeev Kumar
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Shri Lalit Kumar Verma,
J.E.(C)
Shri Ashish Bhat, DJB, – Present.

Grievance No. : PGC/2022/A.II/DJB/23

1. Brief facts of the case

1.1 Shri Sanjeev Kumar has filed a grievance petition before Public Grievances Commission for change of water supply on regular basis on all days instead of three days.

2. Facts emerged during the proceedings.

2.1 An action taken report has been received from Shri Naresh Kumar Dargan, Dy.Superintending Engineer(Proj.)W-IX, Delhi Jal Board. As per report "*Delhi Jal Board started a PPP Project namely Nangloi PPP Project in 2013 and handed over the water distribution network of the concerned area along with other 479 unauthorized colonies of Najafgarh Mundka, Nangloi, Matiala, Najafgarh, Uttam Nagar and Vikas Puri to M/s. NWS Pvt. Ltd. This project is under execution and the operation and maintenance will be done by M/s. NWS Pvt. Ltd. till Sept. 2028.*

In 2013, only 61 unauthorized colonies out of 229 U/A colonies in Najafgarh and Matiala constituencies were being supplied drinking water through pipeline from underground reservoir at Najafgarh. All the remaining U/A colonies were being supplied drinking water

through water tankers. It was the only one reservoir for entire colonies of Najafgarh and Matiala constituencies under this PPP Project and about 05 MGD water was being supplied. The water supply to B Block Gopal Nagar was also supplied daily from this UGR.

It is the mandate of Delhi Government to provide drinking water each and every colony through pipeline. Therefore, the agency M/s.NWS Pvt Ltd. designed the entire water supply network of colonies having existing water supply network and having no water lines.

The agency constructed a new underground reservoir at Dichaon Kalan and the same has also been commissioned. The agency also laid water lines in 168 unauthorized colonies and released drinking water through pipeline from both these UGRs. At present, about 11 MGD of drinking water is being supplied in these constituencies from these UGRs against the earlier 05 MGD.

The agency segregated the entire colonies of Najafgarh and Matiala Constituencies on the command area of Najafgarh and Dichaon Kalan UGR.

At present, water is being supplied from Dichaon Kalan UGR in about 102 colonies and villages. The colony B-Block Gopal Nagar is now on the command area of Dichaon Kalan UGR as per design.

Due to shortage of water, 2.25 MGD water is being received at Dichaon Kalan UGR against the capacity of 8.0 MG from Nangloi Water Treatment Plant. Therefore, water is being supplied from Dichaon Kalan UGR thrice a week i.e. Tuesday, Thursday and Saturday to all the colonies under its command including B-Block, Gopal Nagar.

DJB will be in a position to supply water for more than three days in a week as and when more quantity of water is received at Dichaon Kalan UGR.

The complainant is advised to lodge any water supply complaint at Toll Free No.18001217744 in future.”

2.2 None present on behalf of the complainant despite notice.

2.3 Copy of the action taken report is enclosed for reference of the complainant.

3. Directions :

3.1 Keeping in view the submissions made in the action taken report by Dy.Superintending Engineer(Proj.)W-IX, Delhi Jal Board, and due to absence of the complainant in the Commission, the case stands disposed of. As advised in the action taken report, the complainant is requested to approach Dy.Superintending Engineer(Proj.)W-IX, Delhi Jal Board or file water supply complaint at the Toll Fee No. for its immediate redressal.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2022/A.II/DJB/23

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Dy.Superintending Engineer(Proj.) W-IX, Delhi Jal Board, GNCT of Delhi, Ashok Vihar, Overhead Tank, Delhi-110052.
E mail: projectwater9@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.Sanjeev Kumar.