

*"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 Suresh Tiwari.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Shri Sanjay Kumar,  
AEE(SR-I)  
Sh.Pawan Kumar  
AE(C),DR-XII – Present.  
Grievance No. : PGC/2022/A.II/DJB/24

**1. Brief facts of the case**

1.1 Shri Suresh Tiwari has filed a grievance petition before Public Grievances Commission aggrieved by inconvenience caused to public due to laying of sewer line at 220 Mtr. PWD Road at Main Kanjhawala Road, Karala, Jain Nagar/Rajeev Nagar, Begumpur, Mangolpuri, Y-Block, Police Line Road, by Delhi Jal Board.

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

2.1 An action taken report has been filed on behalf of Dy.S.E.(Pr)SR-I of the respondent department. As per report, *"Presently, work of laying of deep sewer line is being done by drilling beneath the road by micro tunnelling method, which does not affect the movement of traffic as the problem arises in laying of sewer line by open cut method.*

*In micro tunnelling method, only construction of well shaft (pit) is required to dug by DJB. Presently, the DJB has taken up the work of*

*construction of shaft at 5 location having size 5.5 mtr dia.and rest of the stretch of road is clear for traffic movement on main Kanjhawala road from Jain Nagar 40 feet road to Begumpur red light, Sector-22 Rohini.*

*DJB has adopted all the safety norms on site and the area is properly barricaded and traffic is slightly slow moving around the well construction area. DJB has also restored the road for smooth movement of traffic around the well area.*

*It is a deep sewer line work and require at least 3 months time to complete this work. The construction and maintenance of road is to be carried out by PWD (Road Owning Agency).*

*The area from Begumpur, red light Rohini Sector 22 to Y-Block Mangolpuri of main Kanjhawala Road does not pertain to this Division. It pertains to EE(C)DR-XII Division of DJB.”*

2.2 An action taken report has been filed on behalf of Executive Engineer(C) DR-XII, Delhi Jal Board. As per report “*Work of laying of Peripheral Sewer Line is in progress on Main Kahjhawala Road (in the middle of carriageway of Road in Budh Vihar side) which is to be laid from Junction point of Gugan Singh Marg to IC near Supplementary Drain.*

*The work was started by DJB on 15.02.2022 after obtaining required NOC from PWD as well as Delhi Traffic Police. The work is in progress in full swing and is likely to be completed by 31.05.2022.”*

Copies of NOC attached with the ATR.

### **3. Directions :**

3.1 In view of the submissions made by the representatives of the respondent department, the case stands disposed of.

3.2 Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, is requested to look into the matter for expeditious redressal of grievances of the complainant.

The engineers of the concerned Division of the respondent department are requested to update the complainant with regard to his grievances. Further, appropriate action for completion of the work, wherever required, be taken in the time-bound manner to provide relief to the common man.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2022/A.II/DJB/24

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Dy.SE(Pr)SR-I, Delhi Jal Board, GNCT of Delhi, Pocket-D-7, Rohini, Sector-6, New Delhi-110085.  
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3. Executive Engineer(C)DR-XII, Delhi Jal Board, GNCT of Delhi, MU Block, Pitampura, Delhi-110034.  
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4. 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 Suresh Tiwari.