

"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: 20.06.2022

Complainant : Sh.Amit Prasad.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Shri Anuvrat Dev.  
Grievance No. : PGC/2022/A.II/DJB/42

**Brief facts of the case**

1.1 Shri Amit Prasad has filed a grievance petition before Public Grievances Commission, aggrieved by non-supply of water for the last one month (K.No.3116127672).

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

2.1 An action taken report has been filed by the DJB representative. As per report:-  
"Consumer was having water supply issues so we connected one line for the block in which consumer resides and from 20<sup>th</sup> May 2022, the consumer is getting proper water supply. Consumer has now been approached on weekly basis for cross checking the water supply and a redressal has been signed by Mr. Amit Prasad. We also assured the consumer that this problem will not be repeated in future."

2.2 An e-mail has been received on May 09, 2022 from the complainant. It is stated in the email that the matter has been resolved and he is getting water from 07.05.2022 but with a gap of one day. He has requested not to take up the case as the matter is already resolved.

**3. Directions :**

3.1 Keeping in view the submissions made in the action taken report by the respondent department and satisfaction expressed by the complainant, the matter stands disposed of.

( MRS. MADHU SHARAN )  
MEMBER(PGC)

PGC/2022/A.II/DJB/42

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. The Manager, Nangloi Water Services Pvt. Ltd., Head Office: Water Treatment Plant, Delhi Jal Board, near Kamruddin Nagar, Nangloi Najafgarh Road, Nangloi, New Delhi - 110041.
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 Amit Prasad.