

"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 of hearing: 20.07.2022

Complainant : Shri Rakesh Gulati.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD.

Grievance No. : PGC/2022/A.II/DJB/46

**1. Brief facts of the case**

1.1 Shri Rakesh Gulati has filed a grievance petition before Public Grievances Commission, aggrieved by dirty water/sewage water in DJB water pipeline (K.No.-1963570000). It is stated in the grievance petition that the complainant has informed Mr.Mam Chand, EE and written/online complaint but till date no action has been taken by the respondent department.

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

2.1 The hearing in the matter could not be held on 11.07.2022 and 13.07.2022 and was rescheduled for 20.07.2022.

2.2 An action taken report dated 07.7.2022 has been received from Executive Engineer(M)-5, Delhi Jal Board, GNCT of Delhi. As per report "Work of replacement of old/damaged water line has been awarded on 02.07.2022 (copy attached). The agency has started the work on 05.07.2022 but the concerned JE of North DMC did not allow to cut the road. So a letter to Executive Engineer(M-II), North DMC, Civil Line Zone, has been sent for giving road cutting permission on 06.07.2022(copy attached) and the

*same is awaited. As and when the road cutting permission will be received, work will be started again. The same has been informed to complainant, Mr. Rakesh Gulati, on phone.”*

A copy of the letter dated 11.07.2022 addressed to Executive Engineer(M)-II, North DMC, Civil Line Zone by EE(M)-5, Delhi Jal Board, GNCT of Delhi, has been furnished by AE, DJB, wherein it is requested to grant permission to cut the road considering this as special case as it involves contamination of water.

2.3 The complainant is not present.

**3. Directions :**

3.1 Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, is requested to look into the matter for appropriate directions to the concerned officers.

3.2 Executive Engineer(M)-5, Delhi Jal Board, GNCT of Delhi, is requested to take up the matter and coordinate at his level with the concerned agencies on priority for expeditious redressal of grievances of the complainant.

3.3 With the above advice, the case stands disposed of. The complainant, if not satisfied and if he so wishes, may approach any other appropriate forum for redressal of his grievances.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2022/A.II/DJB/46

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Executive Engineer(M)-5, Delhi Jal Board, GNCT of Delhi, A-Block, Jahangir Puri, Near Metro Station, Delhi-110033.
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. Sh.Rakesh Gulati