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DJB/Mem(Dr.)2004/

27  
dt. 24.01.05

**INSTRUCTIONAL ORDER**

The Public Grievances Commission, Govt. of N.C.T. of Delhi under the Delhi right to Information Act, 2001 in the case of Ms. Pooja Bhasin V/s. Delhi Jal Board vide Appeal No. (950)/04/PGC/DRIDJB/10508-510 dated 09.12.2004 has passed the orders that there appears to be a need to have a uniform policy and mechanism for replacement of manhole covers and their specifications and also advised that a systematic way of addressing this matter of immense public importance may be evolved and intimated to this commission at an early date.

The replacement of covers which have been broken/stolen should be regularly monitored as it affects public safety/causes inconvenience and lower level officials tend to treat this as a minor matter and don't pay sufficient attention to it.

Instructions already exist for taking immediate action for replacement of manhole covers on receipt of complaint or any observation of missing manhole covers during visit to the area by the maintenance staff of Delhi Jal Board.

Accordingly, instructions are reiterated that no manhole of any of sewers whatsoever should remain open without manhole cover because it is bound to cause a fatal accident. All S. Es. and their field staff are once again reminded to inspect the area personally and thoroughly and ensure that sewer manholes are provided with manhole covers.

Any lapse on this account will result in drastic action against the concerned JE/ZE/EE and SE. They are also instructed to take immediate action for replacement of manhole covers on receipt of complaint from any Residential Welfare Association or from any individual.

  
(RAKESH SETHI)  
Member (Dr.)

**Consultant (PR)** with the request to send copies to All R.W.A.s  
**All Maintenance S.Es.**  
**All Maintenance EEs with 5 spare copies for ZEs/JEs.**

Copy for kind information to :-

1. Chairman (PGC)
2. C.E.O. (DJB)
3. Member (Admn.)/Member (Fin)/Mem(W.S)
4. All Chief Engineers