



Debashish Banerjee &lt;dabanerjee.anamika@gmail.com&gt;

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**No water supply since April 26**

11 messages

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**Debashish Banerjee** <dabanerjee.anamika@gmail.com>

Mon, May 27, 2019 at 3:07 PM

To: cmdelhi@nic.in, ceodelhi.djb@nic.in

Cc: mrwater.djb@nic.in, ces.djb@nic.in, eepw1.djb@nic.in, eepw2.djb@nic.in, eepw3.djb@nic.in, eepw5.djb@nic.in, eepw6.djb@nic.in, eepw7.djb@nic.in, eepw8.djb@nic.in, eepw9.djb@nic.in, ses.djb@nic.in, jtdirsouth.djb@nic.in, dov.djb@nic.in, secy-ceo.djb@nic.in, secy.djb@nic.in

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Sir,  
I was sanctioned a new water connection during the month of October 2018 in the name of Shibani Banerjee Property number-67, Flat number-6 , Gali number-3 , Harijan Basti, Neb Sarai, New Delhi - 68. My **K number is 0465756403** . I have opted to pay the connection charges in installments as a huge amount i.e. 92991 was charged for the said connection. Accordingly i have been paying the installments as per the regular bill raised by MNWS (DELHI JAL BOARD).

Most regretfully i have to say in this regard since the new connection was given water supply to my premises was abysmally poor and irregular. But every time i used to get assurance from the staff that water supply will be improved within a few days but that never happened. Since April 26 supply of water has totally been stopped. Since I was not in Delhi and my relatives who are very old senior citizens were living in the house and they could not make a proper complaint to the authority instead they used to purchase water from private supplier paying a huge amount since they are not in a position to go to DJB Office every now and then.

Sir I feel it is very ridiculous that 90% of residents of this Gali are extracting the water from DJB pipe illegally without authorized water connection and I do not know how they are getting water from the same pipe whereas in spite of a legal water connection we are not getting a single drop of water from the same pipe. Sir I have already paid four installments of rupees 9200 each but at the prevailing scenario I feel I have been cheated. It is the penalty I am paying for being a law abiding citizen. In view of the facts I have mentioned above I earnestly request your honor to look into the matter urgently and instruct the concerned staff to restore the regular water supply immediately. I have received a bill for payment of installment of rupees 9200 which is to be paid by 10 June 2019. Sir I request quick action to be taken in this case otherwise I would not make any further payment until and unless regular water supply is restored as one is not supposed to pay for the service they are not receiving.

Regard,  
Shibani Banerjee  
9911900972

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**ceodelhi.djb** <ceodelhi.djb@nic.in>

Mon, May 27, 2019 at 3:15 PM

To: Debashish Banerjee &lt;dabanerjee.anamika@gmail.com&gt;

Cc: RAJESH MITTAL &lt;cewp.djb@nic.in&gt;

Dear Sir/Ma'am,

Your mail has been received in this office and same is being forwarded to CE (Water)-Project for necessary action please.

Regards,

PS to CEO

On 05/27/19 03:06 PM, **Debashish Banerjee** <dabanerjee.anamika@gmail.com> wrote:

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Sir,

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Regard,  
Shibani Banerjee  
9911900972

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**jtdirsouth.djb** <jtdirsouth.djb@nic.in>  
To: MNWS <watercare@mnwsonline.com>  
Cc: dabanerjee.anamika@gmail.com

Tue, May 28, 2019 at 12:09 PM

MNWS,

This mail is being forwarded to you to take immediate necessary action. The consumer may be informed of action taken.

Jt. Dir.(R)S/SW

----- Original Message -----

From: **Debashish Banerjee** <dabanerjee.anamika@gmail.com>

Date: May 27, 2019 3:06:42 PM

Subject: No water supply since April 26

To: [cmdelhi@nic.in](mailto:cmdelhi@nic.in), [ceodelhi.djb@nic.in](mailto:ceodelhi.djb@nic.in)

Cc: [mrwater.djb@nic.in](mailto:mrwater.djb@nic.in), [ces.djb@nic.in](mailto:ces.djb@nic.in), [eepw1.djb@nic.in](mailto:eepw1.djb@nic.in), [eepw2.djb@nic.in](mailto:eepw2.djb@nic.in), [eepw3.djb@nic.in](mailto:eepw3.djb@nic.in), [eepw5.djb@nic.in](mailto:eepw5.djb@nic.in), [eepw6.djb@nic.in](mailto:eepw6.djb@nic.in), [eepw7.djb@nic.in](mailto:eepw7.djb@nic.in), [eepw8.djb@nic.in](mailto:eepw8.djb@nic.in), [eepw9.djb@nic.in](mailto:eepw9.djb@nic.in), [ses.djb@nic.in](mailto:ses.djb@nic.in), [jtdirsouth.djb@nic.in](mailto:jtdirsouth.djb@nic.in), [dov.djb@nic.in](mailto:dov.djb@nic.in), [secy-ceo.djb@nic.in](mailto:secy-ceo.djb@nic.in), [secy.djb@nic.in](mailto:secy.djb@nic.in)

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Shibani Banerjee  
9911900972

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 **jtdirsouth.djb.vcf**  
1K

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**Debashish Banerjee** <dabanerjee.anamika@gmail.com>

Thu, May 30, 2019 at 4:24 PM

To: "jtdirsouth.djb" <jtdirsouth.djb@nic.in>

Sir, still not a single drop of water. We are craving for water. This reminder may be treated as most urgent.(SOS).  
Regards,  
Shibani. Mobile no. 9911900972.

On Tue, May 28, 2019, 12:25 PM jtdirsouth.djb <jtdirsouth.djb@nic.in wrote:

MNWS,

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Jt. Dir.(R)S/SW

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Shibani Banerjee  
9911900972

**Debashish Banerjee** <dabanerjee.anamika@gmail.com>

Fri, May 31, 2019 at 11:13 AM

To: ceodelhi.djb@nic.in, eepw9.djb@nic.in, eepw8.djb@nic.in, eepw7.djb@nic.in, eepw6.djb@nic.in, eepw5.djb@nic.in, eepw3.djb@nic.in, eepw2.djb@nic.in, eepw1.djb@nic.in, mrwater.djb@nic.in

On Thu, May 30, 2019, 4:24 PM Debashish Banerjee <dabanerjee.anamika@gmail.com> wrote:

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On Tue, May 28, 2019, 12:25 PM jtdirsouth.djb <jtdirsouth.djb@nic.in> wrote:

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Date: May 27, 2019 3:06:42 PM

Subject: No water supply since April 26

To: cmdelhi@nic.in, ceodelhi.djb@nic.in

Cc: mrwater.djb@nic.in, ces.djb@nic.in, eepw1.djb@nic.in, eepw2.djb@nic.in, eepw3.djb@nic.in, eepw5.djb@nic.in, eepw6.djb@nic.in, eepw7.djb@nic.in, eepw8.djb@nic.in, eepw9.djb@nic.in, ses.djb@nic.in, jtdirsouth.djb@nic.in, dov.djb@nic.in, secy-ceo.djb@nic.in, secy.djb@nic.in

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Shibani Banerjee  
9911900972

**Member Water Supply** <memberwsdjb@gmail.com>  
To: CE SOUTH <cesouthdjb@gmail.com>  
Cc: dabanerjee.anamika@gmail.com

Fri, May 31, 2019 at 1:10 PM

----- Forwarded message -----

From: **ceodelhi.djb** <ceodelhi.djb@nic.in>  
Date: Fri, May 31, 2019 at 11:58 AM  
Subject: Fwd: Re: No water supply since April 26  
To: Member <memberwsdjb@gmail.com>

----- Original Message -----

From: **Debashish Banerjee** <dabanerjee.anamika@gmail.com>  
Date: May 31, 2019 11:14:21 AM  
Subject: Re: No water supply since April 26  
To: ceodelhi.djb@nic.in, eepw9.djb@nic.in, eepw8.djb@nic.in, eepw7.djb@nic.in, eepw6.djb@nic.in, eepw5.djb@nic.in, eepw3.djb@nic.in, eepw2.djb@nic.in, eepw1.djb@nic.in, mrwater.djb@nic.in

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Regard,  
Shibani Banerjee  
9911900972

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**Watercare** <watercare@mnwsonline.com>  
To: dabanerjee.anamika@gmail.com  
Cc: jtdirsouth.djb@nic.in

Sat, Jun 1, 2019 at 12:42 PM

*Dear Sir,*

*This is in reference to your complaint dated 28-May-2019. We would like to inform you that problem have been resolved , kindly check and confirm. In case you need further assistance, please feel free to write to us.*

*Thank you for your patience and support.*

*Assuring you with best of our services.*

*Regards,*

*Customer Service*

*Malviya Nagar Water Services Private Limited*

**From:** jtdirsouth.djb@nic.in [mailto:jtdirsouth.djb@nic.in]  
**Sent:** Tuesday, May 28, 2019 12:09 PM  
**To:** MNWS



Cc: [dabanerjee.anamika@gmail.com](mailto:dabanerjee.anamika@gmail.com)

Subject: Fwd: No water supply since April 26

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To: [cmdelhi@nic.in](mailto:cmdelhi@nic.in), [ceodelhi.djb@nic.in](mailto:ceodelhi.djb@nic.in)

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9911900972

**Debashish Banerjee** <dabanerjee.anamika@gmail.com>  
To: Watercare <watercare@mnwsonline.com>

Sat, Jun 1, 2019 at 5:47 PM

sir,this is in reference to your mail of 12.20 pm. I am to inform you that neither any body came to check the water line pipe nor any water is there in the pipe. It seems field level officers have bluffed you to hide their inefficiency. It is very strange that officers of Govt. Organisation giving unverified wrong information to consumer as well as to higher authority.

Sir i again request you to rectify the shortcomings in the supply line and restore the supply of water urgently. If immediate restoration is not possible for any technical issue please water be supplied through tanker to the given address till water supply is restored.

On Sat, Jun 1, 2019, 12:40 PM Watercare <watercare@mnwsonline.com> wrote:

*Dear Sir,*

*This is in reference to your complaint dated 28-May-2019. We would like to inform you that problem have been resolved , kindly check and confirm. In case you need further assistance, please feel free to write to us.*

*Thank you for your patience and support.*

*Assuring you with best of our services.*

*Regards,*

*Customer Service*

*Malviya Nagar Water Services Private Limited*

**From:** jtdirsouth.djb@nic.in [mailto:jtdirsouth.djb@nic.in]  
**Sent:** Tuesday, May 28, 2019 12:09 PM  
**To:** MNWS  
**Cc:** dabanerjee.anamika@gmail.com  
**Subject:** Fwd: No water supply since April 26

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[eepw6.djb@nic.in](mailto:eepw6.djb@nic.in), [eepw7.djb@nic.in](mailto:eepw7.djb@nic.in), [eepw8.djb@nic.in](mailto:eepw8.djb@nic.in), [eepw9.djb@nic.in](mailto:eepw9.djb@nic.in), [ses.djb@nic.in](mailto:ses.djb@nic.in), [jtdirsouth.djb@nic.in](mailto:jtdirsouth.djb@nic.in), [dov.djb@nic.in](mailto:dov.djb@nic.in), [secy-ceo.djb@nic.in](mailto:secy-ceo.djb@nic.in), [secy.djb@nic.in](mailto:secy.djb@nic.in)

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Sir I feel it is very ridiculous that 90% of residents of this Gali are extracting the water from DJB pipe illegally without authorized water connection and I do not know how they are getting water from the same pipe whereas in spite of a legal water connection we are not getting a single drop of water from the same pipe. Sir I have already paid four installments of rupees 9200 each but at the prevailing scenario I feel I have been cheated. It is the penalty I am paying for being a law abiding citizen. In view of the facts I have mentioned above I earnestly request your honor to look into the matter urgently and instruct the concerned staff to restore the regular water supply immediately. I have received a bill for payment of installment of rupees 9200 which is to be paid by 10 June 2019. Sir I request quick action to be taken in this case otherwise I would not make any further payment until and unless regular water supply is restored as one is not supposed to pay for the service they are not receiving.

Regard,

Shibani Banerjee

9911900972

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**Debashish Banerjee** <dabanerjee.anamika@gmail.com>

Sat, Jun 1, 2019 at 5:57 PM

To: [ceodelhi.djb@nic.in](mailto:ceodelhi.djb@nic.in), [eepw9.djb@nic.in](mailto:eepw9.djb@nic.in), [eepw8.djb@nic.in](mailto:eepw8.djb@nic.in), [eepw7.djb@nic.in](mailto:eepw7.djb@nic.in), [eepw6.djb@nic.in](mailto:eepw6.djb@nic.in), [eepw5.djb@nic.in](mailto:eepw5.djb@nic.in)

----- Forwarded message -----

From: **Debashish Banerjee** <dabanerjee.anamika@gmail.com>

Date: Sat, Jun 1, 2019, 5:47 PM

Subject: Re: No water supply since April 26

To: Watercare <[watercare@mnwsonline.com](mailto:watercare@mnwsonline.com)>

sir,this is in reference to your mail of 12.20 pm. I am to inform you that neither any body came to check the water line pipe nor any water is there in the pipe. It seems field level officers have bluffed you to hide their inefficiency. It is very strange that officers of Govt. Organisation giving unverified wrong information to consumer as well as to higher authority.

Sir i again request you to rectify the shortcomings in the supply line and restore the supply of water urgently. If immediate restoration is not possible for any technical issue please water be supplied through tanker to the given address till water supply is restored.

On Sat, Jun 1, 2019, 12:40 PM Watercare <watercare@mnwsonline.com> wrote:

Dear Sir,

This is in reference to your complaint dated 28-May-2019. We would like to inform you that problem have been resolved , kindly check and confirm. In case you need further assistance, please feel free to write to us.

Thank you for your patience and support.

Assuring you with best of our services.

Regards,

Customer Service

Malviya Nagar Water Services Private Limited

**From:** jtdirsouth.djb@nic.in [mailto:jtdirsouth.djb@nic.in]

**Sent:** Tuesday, May 28, 2019 12:09 PM

**To:** MNWS

**Cc:** dabanerjee.anamika@gmail.com

**Subject:** Fwd: No water supply since April 26

MNWS,

This mail is being forwarded to you to take immediate necessary action. The consumer may be informed of action taken.

Jt. Dir.(R)S/SW

----- Original Message -----

**From:** Debashish Banerjee <dabanerjee.anamika@gmail.com>

**Date:** May 27, 2019 3:06:42 PM

**Subject:** No water supply since April 26

**To:** cmdelhi@nic.in, ceodelhi.djb@nic.in

**Cc:** mrwater.djb@nic.in, ces.djb@nic.in, eepw1.djb@nic.in, eepw2.djb@nic.in, eepw3.djb@nic.in, eepw5.djb@nic.in, eepw6.djb@nic.in, eepw7.djb@nic.in, eepw8.djb@nic.in, eepw9.djb@nic.in, ses.djb@nic.in, jtdirsouth.djb@nic.in, dov.djb@nic.in, secy-ceo.djb@nic.in, secy.djb@nic.in

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Regard,

Shibani Banerjee

9911900972

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**ceodelhi.djb** <ceodelhi.djb@nic.in>  
To: Member <memberwsdjb@gmail.com>  
Cc: dabanerjee.anamika@gmail.com

Mon, Jun 3, 2019 at 9:50 AM

----- Original Message -----

From: **Debashish Banerjee** <dabanerjee.anamika@gmail.com>

Date: Jun 1, 2019 6:05:05 PM

Subject: Fwd: No water supply since April 26

To: ceodelhi.djb@nic.in, eepw9.djb@nic.in, eepw8.djb@nic.in, eepw7.djb@nic.in, eepw6.djb@nic.in, eepw5.djb@nic.in

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From: **Debashish Banerjee** <dabanerjee.anamika@gmail.com>

Date: Sat, Jun 1, 2019, 5:47 PM

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Malviya Nagar Water Services Private Limited

**From:** [jtdirsouth.djb@nic.in](mailto:jtdirsouth.djb@nic.in) [mailto:[jtdirsouth.djb@nic.in](mailto:jtdirsouth.djb@nic.in)]

**Sent:** Tuesday, May 28, 2019 12:09 PM

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Jt. Dir.(R)/SW

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**Date:** May 27, 2019 3:06:42 PM

**Subject:** No water supply since April 26

**To:** [cmdelhi@nic.in](mailto:cmdelhi@nic.in), [ceodelhi.djb@nic.in](mailto:ceodelhi.djb@nic.in)

**Cc:** [mrwater.djb@nic.in](mailto:mrwater.djb@nic.in), [ces.djb@nic.in](mailto:ces.djb@nic.in), [eepw1.djb@nic.in](mailto:eepw1.djb@nic.in), [eepw2.djb@nic.in](mailto:eepw2.djb@nic.in), [eepw3.djb@nic.in](mailto:eepw3.djb@nic.in), [eepw5.djb@nic.in](mailto:eepw5.djb@nic.in), [eepw6.djb@nic.in](mailto:eepw6.djb@nic.in), [eepw7.djb@nic.in](mailto:eepw7.djb@nic.in), [eepw8.djb@nic.in](mailto:eepw8.djb@nic.in), [eepw9.djb@nic.in](mailto:eepw9.djb@nic.in), [ses.djb@nic.in](mailto:ses.djb@nic.in), [jtdirsouth.djb@nic.in](mailto:jtdirsouth.djb@nic.in), [dov.djb@nic.in](mailto:dov.djb@nic.in), [secy-ceo.djb@nic.in](mailto:secy-ceo.djb@nic.in), [secy.djb@nic.in](mailto:secy.djb@nic.in)

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Regard,

Shibani Banerjee

9911900972

SIR,

Please refer to my above mails I regret to say that till now nobody from DJB visited the premise of the applicant at the given address and the water pipe is totally dry and not a drop of water is there in the pipe.

Time and again I am repeating my request to make an human approach to rectify the fault in the pipe line if any. Please take the issue seriously and empathetically as I am not getting water for a month inspite of having a valid legal water connection from DJB.

Please don't be rhetoric saying that matter is under process or action has been taken. For God's sake try to understand that my family members are craving for water.

Regards,

Shibani Banerjee

9911900972