

Mrs. Bhaduri fights Dengue with RTI

Contributed by admin
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As the death toll from dengue rises to 52 let us see how last year Mrs. Bhaduri chose to fight the spread of the disease using RTI. If you have a blocked sewer where mosquitos are breeding, here is a success story that might be useful for you.

Mrs. Madhu Bhaduri filed a RTI application with the Delhi Jal Board (DJB). Her mother lives in Hauz Khas, block K and had been complaining about a blocked sewer for a month. Mrs. Bhaduri spoke to the Junior Engineer (JE) to get the matter looked into as the block had started to stink and mosquitoes had become a big problem. The Engineer simply said he'd look into the matter and that the DJB was using very heavy machinery to rectify the problem, and then he did nothing.

Finally, when nothing else seemed to be working, Mrs. Bhaduri filed a RTI application in which she wrote:

For an entire month the sewerage system of block P and K has been blocked. On December 7, I spoke to the JE and was assured that the situation will improve and that the DJB has been using heavy machinery to rectify the problem.

So far no action has been taken. Our complaints have only been answered through false reassurances that the problem will be taken care of. As a result of the slack behaviour, the residents are compelled to live in unhygienic conditions; our entire block smells and has become a breeding ground for mosquitoes.

Please provide the following information:

What has been the daily progress report made on our complaint made to the Junior Engineer on December 7, 2005?

Provide names and designations of officers in charge of handling my complaint.

Provide copy of inspection report prepared on the complaint.

What departmental action will be taken against defaulting officers?

What is the stipulated time of responding to public grievances?

What is/are the reason(s) for the sewer being blocked in our area? What are the steps taken to solve this problem?

Provide names of officers who are responsible for the stink in our block as a result of the blocked sewer.

Will the officers be responsible for health risks that the residents are being exposed to as a result of not acting on our complaint?

Will the DJB reimburse the medical bills for health problems caused to the residents for the month of December 2005? How? Please provide details of procedure.

Within a few days, Mrs. Bhaduri received a phone call from the JE saying that he was personally dealing with the complaint. He told her that he was standing right outside her mother's house and getting the sewer lines cleaned. Later he went to her mother's house, touched her feet and told her that he would take care of the problem.