

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110
Tel Nos. 011-23379900-01 Fax No.011-23370903

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Grievance No. PGC/2017/DJB/29

Date of hearing: 29th August,2018

Complainant : Dr. Mahesh Kumar Grover, Present.

Respondent : Chief Executive Officer,
Delhi Jal Board,
Govt. of NCT of Delhi,
Through Sh.R.S. Godbole,
Jt.Director(R), HQ, Present.

1. Brief facts of the complaint

1.1 A grievance was received in PGC from Dr. Mahesh Kumar Grover regarding water connection converted into the commercial one. He had requested PGC to do the needful.

1.2 The Commission convened several hearings in the case starting from 8.11.2017.

2. Facts emerged during the proceedings

2.1 Shri R.S. Godbole, Jt.Director (Revenue), Hrs. on behalf of the respondent filed an ATR stating that with the approval of competent authority dated 9.8.2018 disconnection bill issued to applicant on 18.8.2018 and the same has been deposited by the applicant on 20.8.2018.

2.2 The complainant expressed his satisfaction with the action taken by the respondent and conveyed that his grievances have been redressed completely by the respondent. He also thanked the Commission with whose intervention the matter was resolved to his satisfaction.

3. Directions

3.1 In view of the action taken by the respondent to resolve all the grievances of the complainant and the complainant confirming the same, the case is disposed of in the Commission.

3.2 The Commission also places on record its appreciation for Sh. R.S. Godbole, Jt. Director (Revenue), Hqr., Delhi Jal Board, for his sincere efforts in quick disposal of the grievances of the complainant.

**(MRS. MADHU SHARAN)
MEMBER(PGC)**

Copy to:

- 1. Chief Executive Officer, Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Karol Bagh, New Delhi**
- 2. Director (F&A)/Nodal Officer (PGC), Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi.**
- 3. The Chairman, Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi.**
- 4. Sh. R.S. Godbole, Joint Director (Hq.) , Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Karol Bagh, New Delhi**
- 5. Dr. Mahesh Kumar Grover.**