

**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  
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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: 18.09.2019

Complainant : Ms. Sharda Bhatnagar.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh.Saviour V.T.  
Zonal Revenue Officer(S)-III,.G.K – Present.  
Grievance No. : PGC/2019/A.II/DJB/26

**1. Brief facts of the case**

1.1 Ms. Sharda Bhatnagar has filed a grievance petition before Public Grievances Commission, aggrieved by non-installation of water connection at her house No. S-410/10, Greater Kailash, Part-II, New Delhi. She has requested the Commission to intervene in the matter and direct the respondent department to do the needful.

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

2.1 Sh. Saviour V.T., Zonal Revenue Officer(S)III, G.K. on behalf of the respondent filed a report which has been taken on record. It states that the said complaint has been resolved by sanctioning the new water connection K.No.4325621883 at the above said property and the bill generated on 26.7.2019. The complainant/consumer has also paid the bill amount on 29.7.2019. Copy of the bill along with the payment receipt has also been enclosed with the report.

Further, copy of letter dated 5<sup>th</sup> Sept., 2019 written by the complainant to Jt.Director, Delhi Jal Board, has also been filed wherein she has expressed

satisfaction over action taken by the department by installing a new domestic water connection at her property.

2.2 The complainant is not present.

**3. Directions :**

3.1 Considering the submissions made by Zonal Revenue Officer, (S)-III.G.K., Delhi Jal Board and documentary proof, Commission believes that the grievance of the complainant has been resolved to her satisfaction. Hence, the case of the complainant stands disposed of in this Commission.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

No.PGC/2019/A.II/DJB/26

Dated:

Copy to:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
2. Zonal Revenue Officer(S)-III, Delhi Jal Board, GNCT of Delhi, Greater Kailash-I, New Delhi-110048.
3. Ms. Sharda Bhatnagar.

