

**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: 10.12.2019

Complainant : Sh. Mukesh Gupta.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh.S.S.Mukhija,  
ZRO(NE)-III - Present.  
Grievance No. : PGC/2019/A.II/DJB/46

**1. Brief facts of the case**

1.1 Sh. Mukesh Gupta has filed a grievance petition before Public Grievances Commission, aggrieved by raising of bills without any water connection at his residence in D-3 Jyoti Nagar, Gali No.09, Delhi-94, by the Delhi Jal Board. The complainant has requested for Commission's intervention for direction to Delhi Jal Board for taking needful action in the matter.

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

2.1 Shri S.S. Mukhija,ZRO(NE)-III of the respondent department filed a report stating that "*K.No.0273113689 in respect of Smt. Bimlesh Gupta as per request of the applicant that connection was not installed so the agreement of bill has been stopped (No dues pending against him). If the applicant will open the said connection, he will inform the ZRO.*

*K.No.5579840000 in the name of Sh. Prem Singh bill has been corrected as per rebate scheme."*

2.2 The complainant is not present.

**3. Directions :**

3.1 In view of the submissions made Sh.S.S. Mukhija, ZRO(NE)-III that due action has been taken on the grievance and the same has been resolved, the case of the complainant stands disposed of in the Commission. ZRO(NE)-III is also advised to take expeditious action for redressal of the grievances of the complainant, if any, in future also.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2019/A.II/DJB/46

Date:

Copy to:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
2. The Nodal Officer(PGC), Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
3. The ZRO(NE)-III, Delhi Jal Board, GNCT of Delhi, New Seelampur, Delhi-110053.
4. Sh. Mukesh Gupta.