

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
Website : www.pgc.delhigovt.nic.in E-mail : pgcdelhi@nic.in

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

Date of hearing: 18.12.2019

Complainant : Sh.Raj Kumar.
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/49

1. Brief facts of the case

1.1 Sh. Raj Kumar has filed a grievance petition before Public Grievances Commission, aggrieved by raising inflated water bill in respect of meter K.No.3295340000 (Old WCN: 1628) at 29/15, East Baburpur, Shahdara, Delhi by 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 "*Water bill against K.No.3295340000 in the name of Sh.Raj Kumar R/o. 29/15, East Baburpur, Shahdara,Delhi-32, has been rectified.*"

2.2 The complainant is not present. It appears that he is not interested in prosecuting his case and is filing frivolous complaints in the Commission.

3. Directions :

3.1 In view of the submissions made Sh.S.S. Mukhija, ZRO(NE)-III, Delhi Jal Board, 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. The complainant is advised to approach ZRO(NE)-III, DJB, first for redressal of his grievance before approaching the Commission.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2019/A.II/DJB/49

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. Raj Kumar.