

***“No carelessness until there is a cure. Wear Mask, follow physical distancing & maintain hand hygiene.”***

**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: 08.02.2021

Complainant : Sh. Rajinder Kumar Walia – Present.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh. H.C. Bhatt,  
ASO O/o.ZRO(South)-II - Present.  
Grievance No. : PGC/2020/A.II/DJB/38

**1. Brief facts of the case**

1.1 Shri Rajinder Kumar Walia, complainant, has filed a grievance petition in the Public Grievances Commission aggrieved by installation of water connection illegally in the name of Sh. Chander Pal and Sh.Ajab Singh Bansal at property No.D-900, New Friends Colony, New Delhi by the Delhi Jal Board.

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

2.1 Shri H.C. Bhatt, ASO appearing for Zonal Revenue Officer(South)-II, Delhi Jal Board filed an action taken report. It is stated in the report that *“The complainant vide letter dated 26.11.2020 was requested to provide Registered Deed of Conveyance, I.D. Proof, Prescribed Form, One passport size photograph and last paid water charges bills so that the needful can be done. In this regard, a letter has already been sent to worthy DOR for appropriate action vide Diary No.4451 dated 23.10.2020.”*

2.2 The complainant provided a copy of Sale Deed to the representative of the respondent department. He stated that he is not in possession of the registered documents.

2.3 The representative of the respondent department stated the copy of the Sale Deed provided by the complainant is notarised and not registered. He further stated that the property in question is sealed under the directions of Hon'ble Court and is vacant for the last many years. Further, no registered documents of the property or latest paid water bill have been provided by the complainant to the respondent department to take further necessary action.

2.4 The Commission is of the view that no further action can be taken by the respondent department unless and until the authentic relevant documents, as required by the respondent department are provided to them by the complainant.

**3. Directions :**

3.1 The Chief Executive Officer, Delhi Jal Board, is advised to take further necessary action on the grievance of the complainant as and when proper and relevant authentic documents are received from the complainant.

3.2 Zonal Revenue Officer(South)-II, Delhi Jal Board, is directed to take immediate action in the matter after receiving the required documents from the complainant. Also, an action taken report be furnished to the Commission after doing the needful.

3.3 The complainant is advised to approach ZRO(South)-II, DJB, immediately and provide all necessary authentic/registered documents including the latest paid water bill/electricity bill etc in respect of the said property, as requested by them, to enable them to take further necessary action in the matter.

3.4 With the above observations, the case of the complainant is disposed of with the liberty to approach the Commission in case the respondent department do not take any action on his grievance despite providing all the necessary authentic/registered documents of the property to them.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

No. PGC/2020/A.II/DJB/38

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
2. Zonal Revenue Officer(South)-II, Delhi Jal Board, GNCT of Delhi, Jal Sadan, Lajpat Nagar, New Delhi-110024.
3. Sh.Rajinder Kumar Walia.