

**“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  
Website : [www.pgc.delhigovt.nic.in](http://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: 23.03.2021

Complainant : Sh. Vikas Parihar.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Sh.Mukesh Kumar,  
ZRO (PP-I) – Present.

Grievance No. : PGC/2021/A.II/DJB/05

**1. Brief facts of the case**

1.1 Sh. Vikas Parihar filed a grievance petition before the Public Grievances Commission aggrieved by non providing of new water connection (K.No.1706456204) by Delhi Jal Board even after completion of process of payment and inspection on 05.02.2020.

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

2.1 Shri Mukesh Kumar, ZRO (PP-I) of the respondent department filed an action taken report dated 19.03.2021. It is stated in the report that *“Subject connection has already been installed. We have also spoken to consumer and he is now satisfied.*

*Due to Covid 19 situation most of the field activities were stopped and later on started with lot of restrictions. As a result, there was accumulation of large number of applications for new connection and hence delay, however, we always try our best to install the connection as soon as possible.”*

2.2 The complainant was not present in the hearing. However, an e-mail dated 05.02.2021 from the complainant was received on the Commission’s portal stating therein that his problem has been resolved and that he has also intimated on PGMS website. So there won’t be any need for public hearing.

**3. Directions :**

3.1 The case stands disposed of as the DJB representative in the hearing categorically stated that new connection has been installed and the

complainant is now satisfied. Also, the complainant, vide his e-mail dated 05.02.2021, has clearly stated that his present grievances has been redressed by the respondent department. Further, the complainant is at liberty to approach Delhi Jal Board as well as the Commission in case he has any further grievance with regard to his present complaint.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2021/A.II/DJB/05

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
2. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> floor, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
3. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: [ee.blkuru1963@gmail.com](mailto:ee.blkuru1963@gmail.com)
4. Shri Vikas Parihar.