

“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 : 23.08.2021

Complainant : Sh.Nitin.
Respondent : Chief Executive Officer,
Delhi Jal Board.
Through Sh.Ravinder Kumar,
ASO, O/o. ZRO(SW)-I – Present.
Grievance No. : PGC/2021/DJB/24

1. Brief facts of the case

1.1 Shri Nitin filed a grievance petition in the Public Grievances Commission aggrieved by non-release of water connection. It is stated by the complainant that an application for release of water connection was given in January, 2015. Rs.30,492/- (vide Receipt No.6326736800961 dated 14.05.2015 and, another fee of Rs.2795/- (vide Receipt No.632673611123 dated 04.06.2015) was deposited in the Office of ZRO, Kakrola Mod. Despite this, permission for water connection was not granted by the respondent department nor any consumer number was received. The complainant did not receive any reply in respect of his application dated 15.12.2020 even under RTI Act, 2005 with regard to his above grievance.

2. Facts emerged during the proceedings.

2.1 Shri Ravinder Kumar, ASO, O/o. Zonal Revenue Officer (SW)-I, Delhi Jal Board, GNCT of Delhi, filed an action taken report. It is stated in the report by Shri Rakesh Kumar, ZRO(SW)-I that *“The grievance petition pertains to Development Charges and new water*

connection to Shri Rajender Singh, residing at RZ-350, Gali No.33, Sadh Nagar, Palam, New Delhi. The applicant filed a RTI vide ID No.531 dated 16.12.2020 and the reply was given on 15.01.2021.

As per record, the applicant deposited Development Charges against Water and Sewer in the Office vide Receipt No.632673680961 and 632673611123 dated 14.05.2015 and 04.06.2015 for Rs.30,492/- and Rs.2,795/- respectively. The applicant never applied for new water connection at that time. He only deposited Development Charges for water and sewer in accordance with the policy of the department. However, the Department has already sanctioned two water connections at the same property vide K.No.9592341662 (Ms. Anita) and 5359511000 (Sh.Kishan Singh). As and when Sh.Nitin S/o. Shri Rajender Singh will apply for new water connection, the department will sanction another water connection in accordance with the policy of the department prevailing at that time.

Further, an Appeal against the said RTI was held on 09.04.2021 and Shri Rajender Singh (Appellant) did not appear before FAA and the Appeal was disposed of accordingly. ”

Copies of both water bills and order of Appellate Authority has been attached with the Action Taken Report.

2.2 The Commission notes that the complainant had not applied for new water connection at the relevant time but had deposited only the Development Charges towards water and sewer. The other two family members/relatives of the complainant who had applied for new water connections at the same property were granted the same and are presently functional.

2.3 The complainant is not present.

3. Directions

3.1 The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, is requested to look into the matter for release of new water connection to the complainant, as per rules.

3.2 Zonal Revenue Officer(SW)-I, Delhi Jal Board, is advised to take needful action, as per rules, in the matter.

3.3 The complainant is advised to apply formally to the respondent department for the new water connection, as mandatorily required under rules, to enable them to initiate further needful action in the

matter. A copy of the submissions/action taken report in the matter too has also been dispatched to the applicant. He can approach the authorities concerned for redressal of his grievance on the strength of the same.

3.4 With the above observations, the case of the complainant stands disposed of in the Commission.

(SUDHIR YADAV)
MEMBER(PGC)

PGC/2021/DJB/24

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Jhandewalan, New Delhi-110005.
2. Zonal Revenue Officer(SW)-I, Delhi Jal Board, GNCT of Delhi, Kakrola More, Dwarka, New Delhi-110078.
3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5th floor, Varunalaya, Phase-II, Jhandewalan, New Delhi-110005.
4. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: ee.blkuru1963@gmail.com
5. Shri Nitin.