

"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**

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

Date of hearing: 22.03.2022

Complainant : Shri Bhagat Ram.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Shri Ajay Bist,  
Zonal Revenue Officer (NW)-III,

Sh.Bharat Bhushan, ASO – Present.

Grievance No. : PGC/2022/A.II/DJB/05

**1. Brief facts of the case**

1.1 Shri Bhagat Ram has filed a grievance petition before Public Grievances Commission aggrieved by non-credit of water bill charges in respect of K.No.5651680000. The complainant stated in the petition he had made payment to Delhi Jal Board through BHIM App for Rs.2,211.10 on 21.11.2020 and Rs.2,211.10 on 23.11.2020 against K.No. 5651680000. But the said amount has not been credited to his water bill charges and it shows as Arrear Amount. It is further stated that the said amount has been credited to Delhi Jal Board and deducted from his Bank account.

The complainant has requested that the total amount of Rs.4,422.20 which he has already paid be adjusted in water bill against the said K.No. 5651680000.

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

2.1 Shri Ajay Bist, Zonal Revenue Officer(NW)-III, Delhi Jal Board, GNCT of Delhi, filed an action taken report. As per report, "*the matter was sent to concerned division to verify the payment which was not credited against above said water connection. As per reply*

*of service provider, no transaction of Rs.2211/- has been found. Hence, the applicant has been informed to provide the latest copy of pass book to verify the payment.”*

2.2 A letter dated 14.03.2022 has been received from the complainant that he is visiting Sweden and will stay there for a long time so he is not able to attend the regular hearing scheduled on 22.03.2022. He requested in the said letter that the above application be treated as withdrawn.

**3. Directions :**

3.1 In view of the above, the case stands closed in the Commission.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2022/A.II/DJB/05

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Zonal Revenue Officer (NW)-III, Delhi Jal Board, GNCT of Delhi, Ashok Vihar, O.H.T. Office Complex, Near Ashoka Garden, Ashok Vihar, Delhi-110052.  
E mail: [zroashokvihar@gmail.com](mailto:zroashokvihar@gmail.com)
3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> 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](mailto:ee.blkuru1963@gmail.com)
5. Sh.Bhagat Ram.