

*"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: 05.04.2022

Complainant : Shri Rajeev Gupta.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD

Grievance No. : PGC/2022/A.II/DJB/11

**1. Brief facts of the case**

1.1 Shri Rajeev Gupta has filed a grievance petition before Public Grievances Commission, aggrieved by issuance of wrong billing by Delhi Jal Board (Seelampur Office). Despite requesting concerned senior officers, no action has been taken so far to rectify the bills. A complaint was also lodged vide No.0164254057.

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

2.1 Case taken up today.

2.2 During the hearing held today in another matter of Smt. Jyoti Rani (Case No.PGC/2022/A.II/DJB/18), it has been stated by the representative appearing on behalf of Zonal Revenue Officer, NE-III, Delhi Jal Board that the nature of grievance in this case are same and are in respect of the same property/K.No. and consumer.

2.3 It was observed that the complainant or his authorized representative was not present during the last hearing i.e. 21.03.2022 in the present matter.

2.4 The Commission is of the view that frivolous grievance petitions are being filed just to harass the officials of the respondent department which also leads to wastage of time of the Commission.

**3. Directions :**

3.1 As the nature of grievance as well as the consumer/property/K.No. are the same as mentioned in another grievance Case No Case No.PGC/2022/A.II/DJB/18, this case stands closed.

3.2 The complainant is requested to approach ZRO (Water), NE-III, New Seelampur, Delhi Jal Board, GNCT of Delhi, for further necessary action in the matter. It is also requested not to file petitions on the same issue again and again.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2022/A.II/DJB/11

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Zonal Revenue Officer(Water), NE-III, Delhi Jal Board, GNCT of Delhi, New Seelampur, Delhi.
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.Rajeev Gupta.
6. Smt. Jyoti Rani.