

*"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: 04.04.2022

Complainant : Shri Munna Khan  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Grievance No. : PGC/2022/A.II/DJB/15

**1. Brief facts of the case**

1.1 Shri Munna Khan has filed a grievance petition before Public Grievances Commission, aggrieved by receiving of incorrect water bill.

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

2.1 None present on behalf of the respondent department. No action taken report has been received from the respondent department in respect of the above grievance petition. The Commission has taken a serious view of this lapse.

2.2 The complainant is not present.

**3. Directions :**

3.1 The Chief Executive Officer, GNCT of Delhi, Delhi Jal Board, is requested to look into the matter for redressal of grievances of the complainant.

3.2 As the complainant is not present despite notice, it seems that he is not interested in pursuing his case in the Commission. Hence, the same is closed in the Commission. The complainant is requested to approach the concerned authority for redressal of his grievances.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2022/A.II/DJB/15

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> floor, Varunalaya, Phase-II, Jhandewalan, New Delhi-110005 with the request to take appropriate steps for redressal of grievances of the complainant under intimation to the Commission.
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. Sh.Munna Khan.