

*"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: 26.04.2022

Complainant : Shri Anuj Gupta.

Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Through Ms.Pushpanjali Bhardwaj,  
ZRO (S)-II  
Shri Raj Kumar, ASO  
O/o. Zonal Revenue Officer, S-II, LPN – Present.

Grievance No. : PGC/2022/A.II/DJB/06

**1. Brief facts of the case**

1.1 Shri Anuj Gupta has filed a grievance petition before Public Grievances Commission aggrieved by levying of "Water Advance" charges of Rs.1,000/- & "Occupier Security" charges of Rs.250/- in respect of K.No.3259493184.

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

2.1 Ms. Pushpanjali Bhardwaj, ZRO(S)-II of the respondent department filed an action taken report. It is stated by her that as per the direction of PGC, DJB tried to contact the applicant, Shri Anuj Gupta regarding collection of documents of property for redressal of his grievances as well as for taking readings, but his house was found locked. It is requested by ZRO (S)-II for a direction to applicant to cooperate in the process of mutation and reading.

Photographs of home and status of meter remained in locked position is also attached with the report.

2.2 The complainant is not present today nor was he present on the last hearing despite notice/order.

**3. Directions :**

3.1 From the above, it is observed that the complainant is not interested in pursuing his case in the Commission nor he is cooperating with the respondent department to enable them to take appropriate action in the matter. Hence, the case is closed.

3.2 The complainant is advised to approach Zonal Revenue Officer(S)-II of the respondent department first before approaching the Commission for redressal of his present grievances.

3.3 ZRO(S)-II, Delhi Jal Board is advised to take appropriate action, as per rules, on the grievances of the complainant.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2022/A.II/DJB/06

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Jhandewalan, New Delhi-110005.
2. Zonal Revenue Officer (S)-II, LPN, Delhi Jal Board, GNCT of Delhi, Jal Sadan, Lajpat Nagar, New Delhi-110024.
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.Anuj Gupta.