

“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: 19.07.2021

Complainant : Smt. Saroj.

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

Grievance No. : PGC/2021/A.II/DJB/21

1. Brief facts of the case

1.1 Smt. Saroj, W/o.Shri Ramesh, R/o.A-64, Gujranwala Town, Backside, Phase-I, Delhi-110033, filed a grievance petition before the Public Grievances Commission and made a complaint against officials concerned of Zonal Revenue Officer (South)-II, DJB, Jal Sadan, for not mutating the water connection at Property No.D-900, New Friends Colony, New Delhi-110065.

It is further stated in her grievance petition that admittedly there is no other claimant for mutation of water connection in said property. Further, there is no court litigation and/or stay/injunction regarding mutation of water connection in her name, till date, from any court of competent jurisdiction.

She has requested for mutation of water connection K.No.6564331000 installed in Property No.D-900, New Friends Colony, New Delhi-110065 in her name without any further delay.

2. Facts emerged during the proceedings.

2.1 None present for the respondent department. Nor has any action taken report been filed. The Commission has taken serious note of this lapse.

2.2 Smt. Saroj, the complainant, in the present matter, is not present.

2.3 One Shri Rajinder Kumar, appeared in the Commission in the present matter today. He stated that he had purchased the said property from Smt. Saroj. Further, he had filed all the documents in respect of the said property i.e. D-900, New Friends Colony, New Delhi, with the concerned office of Delhi Jal Board but the mutation of water connection has not been done by the respondent department so far.

2.4 From the documents available on records, the Commission notes that Z.R.O.(South)II, Delhi Jal Board, GNCT of Delhi vide his letter dated 19.04.2021 addressed to Smt. Saroj W/o. Shri Ramesh, R/o. A-64, Gajaranwala Town, Backside, Phase-I, Delhi-110033 in connection with mutation of water connection against No.6564331000 in respect of Property No.D-900, New Friends Colony, New Delhi-110065, requested the applicant to *submit the conveyance /sale deed for mutation of water connection vide office letter No.DJB/ZRO(S)II/LPN/2021/654 dated 09.03.2021 as directed by L.O.(Water), DJB, DOR noting dated 15.12.2020 and PGC's direction vide letter No.PGC/2020-A-II/DJB/38/14033 dated 09.02.2021 but the applicant failed to submit the required documents. The applicant has submitted only electricity bill. Hence, mutation could not be done as per DJB policy/rules.*

It was stated in the said letter that *"The applicant is further requested to submit the required documents i.e. Conveyance Deed/Sale Deed for processing the case for mutation against K.No.6564331000 feeding to Property No.D/900, New Friends Colony, New Delhi-110065."*

2.5 The Commission notes that the matter in respect of the said property i.e. No.D-900, New Friends Colony, New Delhi, has already been dealt earlier vide Grievance No.PGC/2020/A.II/DJB/38, and disposed of vide order dated 08.02.2021. The complainant, Sh.Rajinder Kumar Walia, in that grievance case was advised to approach ZRO(South)-II, Delhi Jal Board, GNCT of Delhi to provide all necessary authentic documents/registered documents including the latest paid water /electricity bill etc. in respect of the said property to enable the respondent department to take further action in the matter.

3. Directions :

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

3.2 ZRO(South) II, Delhi Jal Board, GNCT of Delhi, is advised to take appropriate action in the matter, as per rules, under intimation to Smt.Saroj W/o.Shri Ramesh, complainant, in the present grievance petition. An action taken report be also furnished to the Commission within one month.

3.3 Smt.Saroj, the complainant, is advised to approach ZRO(South)-II, Delhi Jal Board, GNCT of Delhi for redressal of his grievances.

3.4 In view of the above, the matter stands closed in the Commission.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2021/A.II/DJB/21

Dated:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
2. Zonal Revenue Officer (South)-II, Delhi Jal Board, GNCT of Delhi, Jal Sadan, Lajpat Nagar, New Delhi-110024.
3. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5th floor, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
4. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: ee.blkuru1963@gmail.com
5. Smt. Saroj.