

PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
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Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.1997

Date of hearing: 19th October, 2026

Complainant : Shri Chakresh Kumar Agarwal

Respondent : The Chief Executive Officer,
Delhi Urban Shelter Improvement Board,
Govt. of NCT of Delhi
Through :
Shri Aninder, ASO
Shri Dhiraj, SSA

Grievance No. : PGC/2026/A-II/DUSIB/418

1. Brief Facts of the Case

The complainant Shri Chakresh Kumar Agarwal, Director, CKG Foods Private Limited has filed a grievance in the Commission regarding fraud in EMD refund by tenderwizard.com/DUSIB, a procurement company appointed by the Delhi Urban Shelter Improvement Board (DUSIB), submitted against the auction for the allotment of the Function sites as Chunk A and Chunk B, Nand Nagri, Delhi (Near Gagan Cinema) of DUSIB. For the same, they submitted the EMD online of Rs. 4,70,000/- for the Chunk A and Rs. 4,65,000/- for the Chunk B for the said auctions in Tenderwizard.com site appointed by DUSIB. He further stated that the said auction has been completed. They submitted the request letter to the concern department for refund submitted by their company, but the department said that the above said EMD has already been refunded. He stated that their registered account in tenderwizard.com/DUSIB is vide No. 06430400022938 Bank of Baroda, Mandoli, has been closed on July 2021 and the EMD refunded on 29.4.2022 & 22.4.2022 respectively. He further stated that they contacted the bank for the above said amount and bank checked and replied that no payment has been received on company's closed bank account and possibility of amount to be refunded back to tenderwizard.com account on same UTR Number. The complainant also stated that despite giving this information to the department that it may be a fraud done by the person working in

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MEMBER
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tenderwizard.com/DUSIB or any other person working in DUSIB and this matter should be given in DUSIB's Vigilance cell, but nothing has been done in this matter.

2. Facts emerged during the hearing

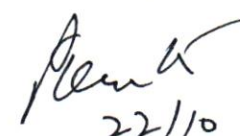
2.1 Shri Aninder, ASO and Shri Dhiraj, SSA from DUSIB are present. The informed the Commission that the concerned official was on leave.

3. Directions of PGC

3.1 The Commission once again directs DUSIB to take action against the erring officials and find ways to redress the grievance of the complainant. The DUSIB officials should ensure that they are not beating around the bush but trying to redress the grievance of the complainant.

3.2 An ATR shall be filed in the next hearing fixed for 7th December, 2026 at 2.30 p.m.

PRATYUSH KANTH
MEMBER
Public Grievances Commission
Govt. of NCT of Delhi
M-Block, Vikas Bhawan,
New Delhi-110002


22/10
(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2026/A-II/DUSIB/418/ 11451-454

Dated : 27/10/26

- 1 The Chief Executive Officer, Delhi Urban Shelter Improvement Board, Punarvas Bhawan, I.P. Estate, New Delhi – 110002.
- 2 The Deputy Director (R.P.), DUSIB, Delhi Urban Shelter Improvement Board, Punarvas Bhawan, I.P. Estate, New Delhi – 110002.
- 3.. The Technical Officer, PGC with the direction to upload the same on the web-site of PGC.
4. Shri Chakresh Kumar Agarwal, address-CKG Foods Private Ltd, F-30, East Jyoti Nagar, Delhi-110093 (Mobile No. 9810272897).