PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
Tel. No. 011-23379900, 23379901, Fax No. 011-23370903
Website : www.pgc.delhigovt.nic.in E-mail :pgcdelhi@nic.in

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.1997

Date of hearing: 22nd October, 2026

Complainant	:	Shri Suresh Kumar Ranga
Respondent	:	The Chief Executive Officer, Delhi Jal Board Through : Shri Prem Kumar, ASO,
Grievance No.	:	PGC/2026/A-II/DJB/463

1. Brief Facts of the Case

The complainant has filed a grievance in the Commission against Delhi Jal Board for failure to restore water supply, inaction on representations, harassment by Contractor M/s. Jindal Waters, and issuance of arbitrary bill of Rs. 30,279/- despite no water supply (K.No. 9027143306). The complainant has requested the Commission to kindly (i) direct Delhi Jal Board to immediately restore water supply to connection K.No. 9027143306 (ii) direct withdrawal/revision of the wrongful bill of Rs. 30,279/- raised despite non-supply of water (iii) order an enquiry into the conduct of concerned officials and contractor M/s. Jindal Waters (iv) direct Delhi Jal Board to take corrective and punitive action against responsible officials/contractor, (v) Award compensation to complainant against harassment and (vi) pass any other order deemed fit in the interest of justice and fair public administration.

2. Facts emerged during the hearing

2.1 The Complainant is not present.

2.2 Sh. Prem Kumar, ASO from Delhi Jal Board is present and submitted copies of 04 Regular Water Bills and 04 New Connection Water Bills at the address of T-498A, Baljit nagar, New Delhi – 110008. However, he has not submitted any Action Taken Report but informed the Commission that Delhi Jal Board has rectified the Water bill of the complainant.

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

3. **Directions of PGC**

The complainant is directed to remain present in the next hearing for taking a final view in the matter. Also, the Delhi Jal Board is directed to submit an Action Taken Report in the next hearing fixed for 10th December, 2026 at 02.30 p.m.

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

(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2025/A-II/DJB/65/ 11885-889 Dated : 3/11/26

1. The Chief Executive Officer, Delhi Jal Board, Room No. 306, 3rd Floor, Varunalaya Building, Phase II, Jhandewalan, Karol Bagh, New Delhi-110005.
2. The Executive Engineer (EAP)-II, Delhi Jal Board, Govt. of NCT of Delhi, Office of the Executive Engineer (EAP)-II, Varunalaya , A-Building, Karol Bagh, New Delhi-05.
3. The ZRO(RN)-16, Delhi Jal Board, GNCT of Delhi, Office of the Zonal Revenue Officer (W-II), Old Rajender Nagar, Delhi-110060
4. The Technical Officer (PGC) with the direction to upload the same on the web-site of PGC.
5. Shri Suresh Kumar Ranga, R/o T-498-A, Baljeet Nagar, New Delhi-110008.