

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

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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: 14th October, 2026

Complainant : Shri Luv Kumar

Respondent : The Chief Executive Officer,
Delhi Jal Board

Through :

Shri Mahesh Meena, Assistant Section Officer

Grievance No. : PGC/2026/A-II/DJB/552

1. Brief Facts of the Case

The complainant Shri Luv Kumar has filed a grievance in the Commission against arbitrary, unexplained and illegal rejection of application under Delhi Jal Board Water Regularization Scheme and also regarding request for vigilance inquiry against the concerned officials of ZRO, Delhi Jal Board. The complainant also stated that the matter remained pending before the office of the ZRO, Giri Nagar, DJB for almost four months, without any resolution. He further stated that he personally visited the office of the concerned ZRO approximately 25 times for follow-up and to seek resolution of his grievance, but no concrete action has been taken till date. The conduct of the concerned official reflects unnecessary delay and a casual approach towards discharge of official duties. He requested the Commission to take immediate and effective action on his grievance, examine the reasons for the inordinate delay in disposal of the matter and initiate appropriate action against the concerned officials for negligence and failure to discharge their duties in a timely manner.

2. Facts emerged during the hearing

2.1 The complainant is not present.

2.2 Shri Mahesh Kumar Meena, Assistant Section Officer from Delhi Jal Board is present and submitted action taken report, stating the following :-

"With reference to PGC Letter No. DJB/Dy.Dir.(PGC)/2026/PGC MFT-552/626, dated 22.9.2026 received in this office vide diary No. 24, dated 7.10.2026. In this regard, it is

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submitted that the application for a new water connection filed by Shri Luv Kumar (complainant) was rejected due to incomplete documents i.e. ownership proof, N.R.V. pump which is mandatory in case of the basement. Subsequently later, the applicant had reapplied the request of water connection and submitted the requisite documents and the water connection has been approved after completion of the required formalities as per the applicable rules and procedures. "

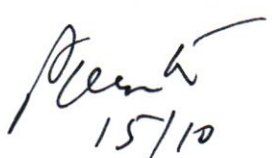
3. Directions of PGC

3.1 In view of the ATR filed by Delhi Jal Board, the Commission has decided to close the case in PGC.

3.2 The Commission appreciates the good work done by Shri Mahesh Meena, Assistant Section Officer to resolve the grievance of the complainant.

3.3 Thus, with the intervention of the Commission, the grievance of the complainant has been resolved by Delhi Jal Board.

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15/10
(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2026/A-II/DJB/552/ 11226-224

Dated : 21/10/26

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 ZRO (33) Giri Nagar, Delhi Jal Board, Govt. of NCT of Delhi, Office of the Zonal Revenue Officer (33), Giri Nagar, Kalkaji, New Delhi-110019
3. The Technical Officer, PGC with the direction to upload the same on the web-site of PGC.
4. Shri Luv Kumar r/o C-120, Basement, East of Kailash, New Delhi-110065 (Mob :- 8595737437)