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 Arvind Kumar

Respondent : The Chief Executive Officer,
Delhi Jal Board

Through :

Grievance No. : PGC/2026/A-II/DJB/577

1. Brief Facts of the Case

The complainant has filed a grievance in the Commission regarding misconduct, intimidation, and threat of submission of a false reort by a Delhi Jal Board Meter Reader in relation to pending PGC proceedings. The complainant has prayed the Commission to take appropriate action against the concerned Meter Reader for his misconduct, intimidation and irresponsible behaviour.

2. Facts emerged during the hearing

2.1 The complainant is not present.

2.2 No respresentative from Delhi Jal Board is present. However, the Delhi Jal Board has sent an ATR under the signature of ZRO (Okhla) vide letter no. DJB/ZRO(Okhla)-31/2026/6310 dated 07.10.2026 (received in PGC on 08.10.2026) stating the following :-

i. In the reference to above cited subject the enquiry regarding misconduct, intimidation, threat, etc. was made by the department and it was found that an unpleasant incident took place. Consequent of which the said meter reader Sh. Hemant Tyagi, has expressed his sorry and apologized for the incident. However, the said Sh. Hemant Tyagi has been removed from his outdoor duties. The ATR is being submitted as desired by your authority.

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

Along with the ATR, the statement/remarks of the Complainant are also mentioned on the copy ATR stating that "Delhi Jal Board has taken the suitable action by doing the needful in the matter and I do not want to pursue the matter further now."

3. <u>Directions of PGC</u>

3.1 In view of the above, the Commission has decided to close the case in PGC.

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

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

29/10

(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2026/A-II/DJB/577/ 11895-897 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 Technical Officer, PGC with the direction to upload the same on the website of PGC
3 Shri Arvind Kumar, r/o Flat No. 2, Pocket E, Sarita Vihar, New Delhi-110076 (Mob. No.9910388425)