

1

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Date of hearing: 17 April, 2014

Complainant : **Sh. Ashok Grover,**
aakg34@yahoo.co.in

Respondent : **Chief Executive Officer,**
Delhi Jal Board,
Govt. of NCT of Delhi,
Varunalaya Phase-II,
Karol Bagh, New Delhi

Grievance No. : PGC/2014/DJB/631
Grievance filed on : 5/ 3/ 2014
First hearing in the PGC, : 17/ 4/ 2014
Scheduled on

1. Brief facts of the complaint

Sh. Ashok Grover filed a complaint in PGC on 5/3/2014 stating that he was issued a water bill (new K. No. 223156100, bill No. 597519 dated 5/10/2011) of Rs. 26,320/- for a period of 3 months (29/4/2011 to 29/7/2011) because of wrong meter reading. The reading was wrongly noted by DJB official as 1802 instead of 1202, resulting in inflation of bill by such a huge amount. Accordingly, he applied to Head (West Zone, DJB, Janakpuri) vide diary No. 672 dated 28/1/2012, complaining about wrong meter reading, but no action has been taken till date and DJB is still sending inflated bills based on that reading. The latest bill received by him showing an outstanding balance of Rs. 37,166/-.

2. Proceedings in the Public Grievances Commission

The PGC convened its first hearing on 17 April, 2014, and the attendance was as follows :

Complainant : Absent
Respondent : Sh. N. Kannakumar, ZRO (West)-1, JP, DJB

3. Relevant facts emerging during the hearing

The Commission has on its record a report dated 17/4/2014 from Sh. N. Kannakumar, ZRO (West)-1, DJB informing that the complaint of the complainant has been examined and

found that water bill for the period 29/4/2011 to 29/7/2011 amounting to Rs. 26,320/- has been issued wrongly due to wrong entry of reading operated in computer on 29/7/2011 i.e. 1802 in place of 1202. The water bill has been regenerated on actual reading basis since 29/4/2011 to 6/1/2014 amounting to Rs. 2,478/-, after deduction / adjustment of necessary payment / bill. The bill has also been delivered to the consumer and his acknowledgement is also enclosed with the report.

4. Directions of the PGC

In view of the redressal of the complainant's grievance to his satisfaction, **the grievance case is closed in the Public Grievances Commission.**

07/2


(P. K. TRIPATHI)
CHAIRMAN (PGC)

Copy to: 3198 - 3200

29/4/14

- 1 Secretary / Nodal Officer (PGC), DJB, Govt. of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi
- 2 Sh. N. Kannakumar, ZRO (West)-1, DJB, Government of NCT of Delhi, C 2B Block, Janakpuri, New Delhi - 110058
- 3 Sh. Ashok Grover, aakg34@yahoo.co.in