

OFFICE OF THE FIRST APPELLATE AUTHORITY UNDER RTI ACT-2005
ROOM NO. 413 : VARUNALAYA PHASE-II : KAROL BAGH : NEW DELHI-5
For this order visit Customer Section at : www.delhijalboard.nic.in

No : DJB/FAA-RTI/DOR/Appeal No..1343/2015/ 7827 Dated : 06.07.2015

In the matter of :

Respondent:

Sh. M.M. Bansal,
F-I/159, Sector-XI,
Rohini,
Delhi-110085.

Dy. Director (R)-N/NW-I

ORDER

This order will dispose off an appeal received on 11.05.2015 filed by Sh. M.M. Bansal, under Section 19(1) of RTI Act-2005.

The matter was taken up for hearing on 03.07.2015. Appellant was absent and APIO, Smt. Saroj Vimal, ZRO(NW)II, Rohini was present on behalf of the PIO. As per the Appeal and the enclosed observation of the Applicant that the Point-I in his application, copy of the bill of dated 15.10.2014 pertaining to amount of Rs.2431.19 should be provided to the Appellant.

In case of Point no. 2, the clear cut calculation for the last two bills has asked, should be given to the Appellant. In reply of the Point no. 3, ZRO / APIO informed that sometimes the bills get misplaced after delievery consumers are normally advised to link their Mobile no., which Appellant has already done so that Sh. M. M. Bansal, Appellant must have received information through RMS System regarding issued bill. Regarding appeal procedure, ZRO who is also APIO informed that in case the Appellant is not satisfied from the response of ZRO then he can appeal higher authority i.e. Dy. Director or Director (Rev.). However there is also a grievance receiving Tolefree no. 1916.

Regarding Point No. 5, there is a Vigilance Cell in Delhi Jal Board which can be approached in case of any grievance pertaining to irregularity. APIO who is also ZRO also assured to clear any doubt of consumer once he approaches her in person in ZRO office in office hours.

Therefore in the light of above, the appeal is accordingly disposed off.



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In case, the appellant is not satisfied with the orders of First Appellate Authority / information provided to her by the PIO after passing order by the FAA, she may approach the CIC for getting the information as required by her at the address mentioned below :-

**Central Information Commission,
2nd Floor, 'B' Wing, August Kranti Bhawan,
Bhikaji Kama Place, New Delhi-110066**

**Sd/-
(AMIT SATIJA)**

FIRST APPELLATE AUTHORITY

Copy for information and necessary action to :-

1. Sh. M.M. Bansal, F-1/159, Sector-XI, Rohini, New Delhi-110085.
2. PIO/ Dy. Director (R)-N/NW-I
3. APIO/ZRO (NW)-II, Rohini.
4. EE (EDP) with the request to upload this order on DJB website.


FIRST APPELLATE AUTHORITY