

**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: 13.2.2018

Complainant : Smt. Sheela  
R/o D-86, Street No. 5, Laxmi Nagar  
Delhi-110092

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

Grievance No. : PGC/2017/DJB/33  
Grievance filed on : 18.12.2017  
First hearing in the PGC, : 16.1.2018  
Scheduled on

**1. Brief facts of the complaint**

Smt. Sheela filed a complaint in PGC on 18/12/2017 regarding inflated water bill by Delhi Jal Board.

**2. Proceedings in the Public Grievances Commission**

The PGC has convened its first hearing in the case on 13.2.2018 and the following were present :

Complainant : Absent.  
Respondent : Shri Shiv Prasad, ZRO(W)-E-I, Delhi Jal Board  
Preet Vihar.

An ATR has been filed by ZRO(W)-E-I, Delhi Jal Board, Preet Vihar. stating therein that "*bill average has been examined and bill has been rectified / revised on the basis of actual average i.e. comes 05 Kl.*"

The complainant is not present during the hearing in the Commission.

3. Directions of the PGC

In view of the ATR filed by the Department and absence of the complainant during the hearing in PGC to counter the reply of the DJB, the Commission closes the case of the complainant.

o/c

*N. Dilip Kumar*  
(N. DILIP KUMAR)  
MEMBER (PGC)

20-2-18

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1. The Chief Executive Officer, Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi.
2. Director (F&A)/Nodal Officer (PGC), Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi.
3. **Smt. Sheela**, R/o D-86, Street No. 5, Laxmi Nagar, Delhi-110092.
4. PS to Member