

**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 : 6.3.2018**

Complainant : Ms. Sagarika Ghosh, (on behalf o Dr. Nirmalendu Nath)  
R/o 1479,C.R. Park, Delhi.

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

Grievance No. : PGC/2018/DJB/35  
Grievance filed on : 29.12.2017  
First hearing in the PGC, : 6.3.2018  
Scheduled on

**1. Brief facts of the complaint**

Ms. Sagaroka Ghosh has filed complaint on 29.12.2017 regarding exorbitant bill of Rs. 1,73,966/- and Rs. 1,87,819/- respectively from my water meter New K.No. 3653691000.

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

The PGC has convened his first hearing on 6.3.2018 the following were present.

Complainant : Absent

Respondent : Sh. Ram Niwas, ZRO (South)-II

An ATR has been filed by ZRO (South)-III, DJB stating therein that:-

“It is informed that bill of the K. No. 3653691000 installed at property No. 1479 Chitranjan Park has been corrected. In this bill, while replacing the old meter with SPML, bill was generated with reading of 2755 KL instead of 755 KI on 1.7.2015. The same has been corrected with correct reading.

The present reading of meter is found as 2121 KI as on 9.2.2018. Earlier bill was issue with reading of 1979 KI as on 17.12.2017. Hence the reading of present meter was correct.

The present /correct bill is Rs. 108333/- up to 17.12.2017. The consumer has not made the payment after 17<sup>th</sup> November 2014. The consumer is requested to make the payment of this bill.”

The department has rectified the mistake committed and revised bill has been given to the complainant. The problem arose at the time of replacement of water meter which has been rectified. Even the revised bill in their amount is unpaid from 2014.

3. Directions of the PGC

The complainant is advised to deposit the revised bill. Since the depts. has already attended the grievance so with the above advise, the Commission has decided to close the case.

o/c

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

08-3-18

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1. Chief Executive Officer, Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, 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. Sh. Ram Niwas, ZRO (South)-III, Zonal Revenue office (South)-III, DJB, Opposite Sadique Nagar, Greater Kailash-1, New Delhi.
4. Ms. Sagarika Ghosh, (on behalf of Dr. Nirmalendu Nath), R/o 1479, C.R. Park, Delhi.
5. PS to Member