

**PUBLIC GRIEVANCES COMMISSION**  
**GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI**  
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110  
Tel Nos. 011-23379900-01 Fax No.011-23370903

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

Grievance No. PGC/2018/DJB/39

Date of hearing: 08<sup>th</sup> August,2018

Complainant : Shri S.S. Plani, Absent.

Respondent : Chief Executive Officer,  
Delhi Jal Board,  
Govt. of NCT of Delhi,  
Through S.S. Makhija, ZRO(E)IV, Present.

**1. Brief facts of the complaint.**

A grievance received in PGC from Shri S.S. Plani regarding refund of inflated water bill by DJB.

The Commission convened hearing in the case starting from 03<sup>rd</sup> July, 2018.

**2. Facts emerged during the proceedings**

Shri S.S. Makhija, ZRO (E) IV of the respondent presented a copy of the cheque dated 6.8.2018 for Rs.6782/- towards refund of excess amount paid against K.No.7423920000 and informed that it will be handed over to the complainant shortly. The complainant, who is absent today, has also telephonically confirmed his satisfaction on the action taken by Delhi Jal Board for refund of excess amount.

**2. Directions**

**In view of the action taken by the Department in refunding the excess amount paid against K.No.742392000 to the complainant and the assurance by ZRO(East)IV, DJB that it will be handed over to the complainant shortly, the case is disposed of in the Commission.**

**( MRS. MADHU SHARAN )**

**MEMBER(PGC)**

**Copy to:**

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. ZRO(East) IV, Delhi Jal Board, Yojna Vihar, Delhi-110092.
4. Shri S.S. Plani.