

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/2019/A.II/DJB/05

Date of hearing: 24.04.2019

Complainant : Shri Davinder Kumar Trehan – Present

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh. Girish Chandra Lakhera,
Zonal Revenue Officer(W), N-II – Present.

1. Brief facts of the case

1.1 Shri Devinder Kumar Trehan filed a complaint in PGC against Delhi Jal Board for replacing his working meter with another one, raising rent of the new meter installed and for not allowing installation of water meter of his choice. He requested the Commission to redress his grievances expeditiously.

1.2 Two hearings were held in this case starting from 13.3.2019.

2. Facts emerged during the proceedings.

2.1 Shri Girish Chandra Lakhera, ZRO(W) N-II present during the proceedings filed **(i)** copy of the policy/guidelines under which meters were replaced by Delhi Jal Board in 2013. Copy of work order dated 24.5.2013 from the Executive Engineer(Project), W-I,DJB is also enclosed **(ii)** copy of relevant order dated 4.3.2014 under which permission cannot be granted for replacing lost AMR meter with a private one purchased by the consumer/complainant. This orders states that *Such ZRO's in whose zone AMR meters have already been installed or are being installed, will ensure that any new water connection sanctioned or water connection re-opened in that particular MR/area code should have AMR meter only, so that physical reading be avoided. ZRO may put a stamp on the bill of new water connection/reopening that meter will be*

installed by the Board only.” and (iii) Copy of relevant orders dated 12.8.2015 under which water bills have been generated on policy average of 25 KL/month. This order states that “If no functional water meter was ever installed, the bill will be raised taking minimum consumption of water as 25 Kilolitres per month per dwelling unit or as assessed by ZRO, whichever is higher till a meter is installed on such connection.”

2.2 The complainant however maintained his stand that DJB replaced the meters in December, 2013. In August, 2017, both the meters were stolen. Further, his water connection is not new but the meters was replaced in lieu of the old working meters installed at his property. Thus, the complainant requested for permission to purchase new water meters of his own and for refund of meter rent/adjust the water bills.

2.3 ZRO, DJB stated that the permission cannot be granted to instal water meters of the consumer’s choice in view of the above guidelines/instructions.

3. Directions :

3.1 The guidelines/policy of the DJB and the instructional orders dated 4.3.2014 and 12.8.2015 are very clear that no private meter can be installed by any consumer. No court of law or Commission can overrule the policy laid down by the Department and every citizen is bound by that rule.

3.2 Hence, the case of the complainant with regard to his grievances mentioned in his complaint is disposed of in PGC being devoid of merit and not in accordance with the policy/guidelines of the Delhi Jal Board.

**(MRS. MADHU SHARAN)
MEMBER(PGC)**

PGC/2019/A.II/DJB/05

Date:

Copy to:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
2. Zonal Revenue Officer(W) N-II, Delhi Jal Board, Majlis Park, Kewal Park, New Delhi-110033.
3. Shri Davinder Kumar Trehan.