

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/16

Date of hearing: 31.7.2019

Complainant : Sh. Vijay Kumar.

Respondent : Chief Executive Officer,
Delhi Jal Board,
Govt. of NCT of Delhi,
Through Sh.Parduman Malhotra,
ZRO(W) N-II - Present.

1. Brief facts of the case.

1.1 Shri Vijay Kumar, complainant has filed a grievance in PGC against the inflated water bill raised by Delhi Jal Board. Briefly put, the case of the complainant as in the complaint is that he shifted to a newly constructed flat in Model Town-III in the year 2014 and got the new water meter installed while shifting. For the first two years, he did not receive any water bill despite numerous request to DJB. Finally in 2017, he got his first bill of Rs.1,03,523/- which was later increased to Rs.2,09,313/- in April, 2019. He followed up the matter with DJB for this inflated water bill but no action was taken. Hence, he requested the Commission to direct DJB to take needful action in this regard.

2. Facts emerged during the proceedings

2.1 An ATR has been filed by Zonal Revenue Officer (W) N-II, DJB, stating that inquiry into the complaint dated 10.5.2019 has already been completed and the bill was revised on long term consumption basis. The complainant has been informed accordingly and is satisfied with the action. Copy of the bill in r/o new K.No.0906241330 and copy of the receipt of the bill dated 16th July, 2019 paid by the complainant on 18th July, 2019 is also enclosed with the ATR. The Zonal Revenue Officer present today also filed a copy of the letter written by the complainant, Shri Vijay Kumar addressed to ZRO stating that the meter was tested by L&T and found faulty. Meter has been changed by L&T. The revised bill has been issued by the ZRO, Kewal Park and the same has been

deposited on 18th July, 2019. He further stated in the letter that he has now no complaint against DJB and the matter be closed.

2.2 The complainant is not present today despite service of notice, wait and repeated calls. However, a letter through e-mail has been received from him stating that his complaint bearing No.PGC/2019/Ann.II/DJB/16 is now resolved. The faulty meter was changed and all the matters have now been settled. He is agreeable to close the complaint in PGC.

3. Directions

3.1 As the needful action has been taken by the respondent department with regard to grievance of the complainant for inflated water bill and the faulty meter has been changed and further the complainant is satisfied over action taken by the department and requested to close the case, the case of the complainant is disposed of in this Commission.

(MRS. MADHU SHARAN)
MEMBER(PGC)

No. PGC/2019/A.II/DJB/16

Copy to:

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