

**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/19

Date of hearing: 07.8.2019

Complainant : Dr. H.K. Sehgal.

Respondent : Chief Executive Officer,  
Delhi Jal Board,  
Govt. of NCT of Delhi,  
Through Sh. Mahesh Sharma,  
ZRO(West)-II – Present.

**1. Brief facts of the case.**

1.1 Dr. H.K. Sehgal has filed a grievance regarding raising of incorrect water bill by Delhi Jal Board in respect of New K.No.5024371000.

**2. Facts emerged during the proceedings**

2.1 Shri Mahesh Sharma, ZRO (West)-II, Delhi Jal Board filed an action taken report and the same is taken on record. He stated that as per the record, water bill of Sh H.K.Sehgal was correct. As per billing summary 22.11.2018 to 04.12.2018 bill of Rs.58.56 was prepared so as to take new water meter on record which is a functional requirement for the RMS billing software. Sh. H.K. Segal has been informed vide office letter dated 25.7.2019 sent through Regd. AD post. Further, ZRO informed that the matter has been resolved as per policy of the Department.

2.2 The complainant is not present today despite wait and repeated calls.

**3. Directions**

3.1 Needful action has been taken by the respondent department and has intimated the complainant about the status of his case. As no case is made out, the same stands disposed of in this Commission.

( MRS. MADHU SHARAN)  
MEMBER(PGC)

PGC/2019/A.II/DJB/19

**Copy to:**

1. The 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(West)-II, Rajender Nagar, Delhi Jal Board, GNCT of Delhi, Old Rajender Nagar, New Delhi-110060.
4. Dr. H.K.Sehgal.