

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
E mail: pgcdelhi@nic.in

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

Date of hearing: 20.08.2019

Complainant : Dr. S.K. Mukherjee – Present.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Through Sh.Saviour V.T.
Zonal Revenue Officer(S)-III,.G.K – Present.

Grievance No. : PGC/2019/A.II/DJB/12

1. Brief facts of the case

1.1 Dr. S.K. Mukerjee, the complainant, has filed a grievance petition before Public Grievances Commission, aggrieved by the inflated water bill.

Briefly, the complainant stated that he is a permanent resident of the house for the past 37 years and he has a water consumption which is completely domestic. Since November, 2015, sudden and unexplained arrears appeared in his water bill amounting to Rs.55,893/-. He had regularly paid all the bill amounts to DJB till August 2014 and received no bill in the interim time between August 2014 – November, 2015. Further, his water consumption remains as was before and all the bills prior to November, 2015 point to a steady consumption pattern where his total bill amount varied between Rs.844/- to Rs.1600/- and this pattern continued. He approached the concerned DJB officials at Sadiq Nagar Office who advised that his meter is faulty and therefore same needs to be changed. Accordingly, the meter was changed by them. However, even after the assurance that his reading will begin again from zero and the arrears will not appear in the bill from the next billing cycle, the next bill carried the same arrears plus late fee payment charges. The bill was never rectified by DJB despite assurance. In fact, every subsequent water bill carry the arrears along with additional late fee charges. The

total payable bill of May, 2019 is now Rs.2,04,973/-. Also, he has been warned that water connection could be disconnected due to non-payment.

The complainant further stated that the latest water bill received in May, 2019 shows a water consumption of 181 (KL) Kiloliters for two (02) months [Per month consumption: 90,500 liters - Per day consumption of 3,016 liters] by a family of three persons.

Another bill of September, 2018 reflects total per day consumption is 7667 liters by a family of three. The usage shown in DJB bills has been erratic, with no relation to his actual water consumption.

Further, on June 10, 2019, the complainant received another bill suggesting to make part payment immediately of Rs.71,330/- of a total bill amounting to Rs.133818/- with no explanation or reason for making the said payment.

2. Facts emerged during the proceedings.

2.1 Sh. Saviour V.T., Zonal Revenue Officer(S)III, present on behalf of the respondent department filed a report along with the latest revised bill, which has been taken on record.

It is stated that consumer has paid the principal amount of Rs.71,350/- on 18.6.2019. The departmental water meter has been installed on 21.7.2019 as desired by the consumer and the same has been recorded. It is further stated that a latest bill for an amount of Rs.1,762/- (upto 25.7.2019) has been raised and now no further action is pending on the part of the department.

2.2 The complainant is present today and expressed his satisfaction over action taken by the department and has no objection in closing this case in the Commission.

3. Directions :

3.1 Considering action taken by the respondent department to resolve the grievances of the complainant to the satisfaction of the complainant, which has been confirmed by the complainant present in the hearing, the matter stands resolved. The Commission, in view of the above, decides to close the case with the directions to Zonal Revenue Officer(S)-III, G.K. to issue the water bills correctly and regularly to the consumer in future.

(SUDHIR YADAV)
MEMBER (PGC)

No.PGC/2019/A.II/DJB/12

Dated:

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(S)-III, Delhi Jal Board, GNCT of Delhi, Greater Kailash-I, New Delhi-110048.
3. Dr. S.K. Mukherjee.