

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

Date of hearing: 11.09.2019

Complainant : Shri Ram Prakash Singh.
Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD.
Grievance No. : PGC/2018/A.II/DJB/41

1. Brief facts of the case

1.1 Shri Ram Prakash Singh, Complainant/General Secretary of Navdeep Residential Welfare Association, Dwarka, New Delhi has filed a grievance petition before Public Grievances Commission on 29.8.2018, aggrieved by excess water bill and inadequate supply of water to the Society by Delhi Jal Board.

2. Facts emerged during the proceedings

2.1 None present on behalf of the respondent department. No report has been filed too.

2.2 The complainant is also not present despite wait and repeated calls, to apprise the Commission about the status of the grievance with regard to payment of their outstanding water bills.

3. Directions

3.1 The Chief Executive Officer, Delhi Jal Board, may look into the grievances of the complainant/residents, as earlier advised by the Commission, to explore the possibility of providing relief to the consumers in giving them rebate or facility of paying the outstanding bills in instalments without any penalty/surcharge considering the fact that residents were never at fault as the

bills were not provided to them by DJB for two long years despite several requests. Decision taken in the matter be apprised to the Commission.

3.2 The complainant is advised to pursue the matter with Chief Executive Officer, Delhi Jal Board, and take appropriate decision/action for payment of outstanding bills, as per rules/policy of Delhi Jal Board.

3.3 With the above observations, the grievances of the complainant stands disposed of in this Commission.

(MRS. MADHU SHARAN)
MEMBER(PGC)

No. PGC/2018/A.II/DJB/41/

Dated:

Copy to:

1. The Chief Executive Officer, Delhi Jal Board, Govt. of NCT Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi.
2. Director (Revenue), Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi.
3. Director (F&A)/Nodal Officer (PGC), Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi.
4. ZRO(Dwarka), O/o. Zonal Revenue Officer DWK(SW-4), Delhi Jal Board, GNCT of Delhi, Central Nursery Park, Sector-5, Dwarka, New Delhi-110075.
5. Shri Ram Prakash Singh.