

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
Website : www.pgc.delhigovt.nic.in 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: 25.9.2019

Complainant : Sh. Prem Kumar Chaudhary.

Respondent : Chief Executive Officer,
Delhi Jal Board,
Govt. of NCT of Delhi,
Through Sh.Manish Garg,
Manager, Malviya Nagar Water Services
On behalf of ZRO(PP-I) - Present.

Grievance No. : PGC/2019/A.II/DJB/29

1. Brief facts of the case.

1.1 Shri Prem Kumar Chaudhary, complainant has filed a grievance petition before Public Grievances Commission, aggrieved by overcharged water bill bearing No.850680572941 (K.No.8506841000) dated 21.4.2018. He has requested to waive off the amount of Rs.61,764/- arbitrarily claimed in the bills by Delhi Jal Board.

2. Facts emerged during the proceedings

2.1 Shri Manish Garg, Manager, MNWS present on behalf of Shri Desh Raj, ZRO(PP-1). No Authority letter has been filed. It is informed by him that ZRO(PP-I) could not come today due to his presence in a case in the Hon'ble High Court of Delhi. He did not file any report. However, he stated that a letter was sent at the address of the complainant through Speed Post and by hand also to inform the date and time of visit by the officials of Delhi Jal Board for inspection of the water meter. But no response has been received from the complainant so far despite numerous efforts.

2.2 The complainant was not present on the last date of hearing wherein he was advised to approach the Zonal Revenue Officer(PP-1), DJB, for redressal of his grievances. He was also advised to intimate the Commission about the status of his case. The complainant is not present today also despite wait and repeated calls. It is noted that the complainant is not interested in pursuing his case.

3. Directions

3.1 In view of the above observations and submissions of the respondent department, the case of the complainant stands closed in the Commission with the direction to Zonal Revenue Officer(PP-1), Malviya Nagar, to resolve the grievance of the complainant, if any, as and when he approaches them and take action as per rule.

3.2 The complainant is also advised to approach Zonal Revenue Officer (PP-1), DJB, for redressal of his grievance with regard to correction in his water bills, if any.

(MRS. MADHU SHARAN)
MEMBER(PGC)

Copy to:

1. The Chief Executive Officer, Delhi Jal Board, Govt. of NCT of 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. Zonal Revenue Officer(PP-1), Delhi Jal Board, GNCT of Delhi, DJB UGR & Booster Pumping Station, Malviya Nagar, New Delhi.
5. Shri Prem Kumar Chaudhary.

