

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: 05.11.2019

Complainant : Shri K.C. Gaur
C/o. Mahavir International – Present.

Respondent : The Chief Executive Officer,
Delhi Jal Board, GNCTD
Shri Desh Raj, ZRO, PP-I,
Malviya Nagar – Present.

Grievance No. : PGC/2019/A.II/DJB/04

1. Brief facts of the case

1.1 Shri K.C. Gaur, has filed a grievance petition in the Public Grievances Commission on 06.2.2019 against Delhi Jal Board, aggrieved by inflated & incorrect bill amounting to Rs.5,08,912/-, in respect of K.No.8219841000, from 17th October, 2016. The complainant has requested the Commission to intervene and take prompt action.

2. Facts emerged during the proceedings.

2.1 Sh. Desh Raj, ZRO(PP-1), Delhi Jal Board filed a report and the aforesaid report is taken on record. It is stated that “a meeting was held in the chamber of Sh.S.K. Sharma, Jt.Director(R) S/SW on 05.9.2019 in which the complainant along with Ms. Usha Kapoor, CEO of the Organization were also present. Details of K.No.8219841000 were provided to them. They were also informed about the LPSC benefit and the balance payable amount and the permission of the same was also given to them.

A reminder with regard to above was also given to the complainant vide letter dated 18.10.2019. However, they have only made the payment of current bills without making the payment of the payable amount as informed to them in order to give the benefit of LPSC.

2.2 The Commission notes that though Delhi Jal Board has taken pro-active action by extending all possible benefits to the complainant with regard to payment of outstanding bills. However, the complainant has not followed the directions of the Commission and have also not responded to the communication of the respondent department. They have failed to deposit even the first instalment of the balance payable amount. It is clearly established that the delay has been caused solely by the complainant's unwillingness to resolve the issue of outstanding payments with the Delhi Jal Board despite the respondent department extending all possible assistance to the complainant on the directions of the Commission.

2.4 The pro-active efforts of Delhi Jal Board is appreciated.

3. Directions of PGC:

3.1 The complainant is advised to comply with the directions of the Commission and avail the benefits as extended to them by the Delhi Jal Board, as communicated to them by the respondent department. Further, the complainant is advised to deposit the first instalment of the balance amount payable to the respondent department within ten days from today. If they fail to make the payment and settle the issue, Delhi Jal Board may go ahead for taking suitable action, as per rules, against the complainant.

3.2 With the above advice, the case of the complainant stands disposed of in this Commission.

(MRS. MADHU SHARAN)
MEMBER (PGC))

No. PGC/2019/A.II/DJB/04

Date:

Copy to:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
2. Sh. S.K. Sharma, Jt. Director (S/SW), Delhi Jal Board, GNCT of Delhi, Opp. Sadiq Nagar, Greater Kailash, New Delhi.
3. Zonal Revenue Officer(PP-1), Delhi Jal Board, GNCT of Delhi, DJB UGR & Booster Pumping Station, Malviya Nagar, New Delhi.
4. Sh. K.C. Gaur, C/o. Mahavir International.