

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: 20.11.2019

Complainant : Shri Rajive Kumar Kaushik
Ms. Rita Kaushik on behalf of the
Complainant – Present.

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

Grievance No. : PGC/2019/A.II/DJB/25

1. Brief facts of the case

1.1 Shri Rajive Kumar Kaushik, the complainant, has filed a grievance petition before Public Grievances Commission on 20.6.2019, aggrieved by inflated water bill to the tune of Rs.94,644/- from December 2015 to 18th June, 2019 in respect of K.No.1629051000. Further, the contention of the complainant is that from December, 2015 to till date, meter readers visited his premises regularly and bills were generated and paid on time. Despite that, Delhi Jal Board has imposed late payment charges for no fault on his part as the bills were paid regularly and on time.

It is further alleged that Delhi Jal Board is not adjusting payments made by him from time to time. He has requested that water bill be modified and no harassment is meted out to complainant or any person by the Delhi Jal Board.

2. Facts emerged during the proceedings.

2.1 Shri Savior, V.T. Zonal Revenue Officer(S-III), Delhi Jal Board, filed an Action Taken Report. It is stated that "*refund of excess paid amount in*

respect of K.No. 1629051000 has now been approved by the Competent Authority for the payment. The payment will be made to the complainant at the earliest.

2.2 The representative of the complainant is satisfied over action taken by the respondent department. She has requested to close the case in the Commission.

3. Directions :

3.1 In view of the action taken by the respondent department with regard to refund of excess paid amount to the complainant, the case of the complainant stands closed in the Commission.

3.2 The complainant is advised to intimate the Commission as soon as he gets the refund.

3.3 The efforts put in by the officers of the respondent department for expeditious disposal of the grievance of the complainant is appreciated.

(MRS. MADHU SHARAN)
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. Shri R.S. Godbole, Director(Revenue), HQ, Delhi Jal Board, GNCT of Delhi, 5th floor, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
3. Jt.Director(Revenue),HQ, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
4. Zonal Revenue Officer(S)-III, Delhi Jal Board, GNCT of Delhi, Greater Kailash-I, New Delhi-110048.
5. Sh. Rajive Kumar Kaushik.

