

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

Date of hearing: 04.12.2019

Complainant : Shri Prem Kumar Chaudhary.

Respondent : Chief Executive Officer,
Delhi Jal Board,
Govt. of NCT of Delhi,
Through Sh.Desh Raj,
ZRO(PP-1), Malviya Nagar – Present.

Grievance No. : PGC/2019/A.II/DJB/21

1. Brief facts of the case.

1.1 Shri Prem Kumar Chaudhary, has filed a grievance petition before Public Grievances Commission, aggrieved by non-correction in over charged water bill bearing No.850680572941 (K.No.8506841000) dated 21.4.2018. It is requested that the amount of Rs.61,764/- raised arbitrarily be waived off as the water consumption by the family, consisting of four persons, is very minimal. Further, monthly readings are to be taken from the actual consumption and subsidy may be considered. Accumulation of bills for more than one month on average basis without giving any concession of subsidy plus 60% of sewerage charges on these inflated bills calculated on highest tariff is incorrect. The complainant has requested the Commission to intervene in the matter and direct Delhi Jal Board to take needful action promptly for correction in water bill.

2. Facts emerged during the proceedings

2.1 Shri Desh Raj, ZRO(PP-1) of the respondent department filed a report which has been taken on record. It is stated that “*All their bills are generated on*

actual consumption of meter reading from 22.8.2016 to 29.10.2019 (165 kl to 3207 kl) and prior to new meter installation their old bills from 28.3.2012 to 21.8.2016 were charged on minimum average basis as their meter was stopped/defective because as per DJB Regulations, 2012, if the meter is defective/stopped the bills will be generated on average basis. Therefore, your bills are corrected. However, as per the ongoing rebate scheme the consumer has been given an arrear rebate of Rs.23,094/- and Late payment charges waiver of Rs.22,374/- with payable amount as Rs.42,424/- and the complainant/consumer has also made the payment of same clearing all his dues till 29.10.2019.

The above information with regard to the details of billing done was also shared with the complainant through letters and sending the bills showing the payable amount to get the benefit of the rebate scheme.”

Copy of the bill dated 29.10.2019 has also been enclosed with the status report.

2.2 The complainant has never appeared in the Commission's hearing.

3. Directions

3.1 In view of the submissions made by the ZRO (PP-I), Delhi Jal Board, the case of the complainant stands disposed of in the Commission.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2019/A.II/DJB/21

Dated:

Copy to:

1. The Chief Executive Officer, Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Karol Bagh, New Delhi.
2. The Nodal Officer (PGC), Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi.
3. Zonal Revenue Officer(PP-1), Delhi Jal Board, GNCT of Delhi, DJB UGR & Booster Pumping Station, Malviya Nagar, New Delhi.
4. Shri Prem Kumar Chaudhary.

